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of Hamilton and District

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THE HAMILTON-WENTWORTH REGIONAL SOCIAL SERVICES

TEEN-WORKER PROGRAMME: A ONE YEAR EVALUATION

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March, 1987

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EXECUTIVE SUMMARY

In 1985 Hamilton-Wentworth Regional Social Services (R.S.S.) began its Teen-Worker programme based upon a 1984 needs assessment. The programme gave responsibility to one worker from each of R.S.S.'s six teams for all teen General Welfare Assistance (G.W.A.) cases within each team's jurisdiction. These workers became known as Teen-Workers. A prerequisite of the programme's implementation was an evaluation after twelve months of operation.

The 1984 study interviewed teenaged single mothers (n=21) and students (n=18) as well as selected social service providers (n=17). The 1986 evaluation focused exclusively on teenaged student G.W.A. recipients. Questionnaires were mailed to all 196 student G.W.A. recipients not living at home in September, 1986 with 103 responding. Seventeen (58.6%) of 29 selected social service providers, 15 (60.0%) of 25 Regional Secondary Schools, and eight (100.0%) R.S.S. supervisors responded to mailed questionnaires while all six Teen-Workers were interviewed. A non-response test was conducted with students who did not reply to the questionnaire or to a subsequent follow-up letter (n=25). The test found that a significant minority (40%) of non-responders were not students and should not have been included in the initial sampling frame.

The September 1986 G.W.A. caseload was 6,425 of which 524 (8.2%) were teenagers. Students accounted for 52 percent of September's teen caseload. Teen-Workers made an average of 187 home visits during the initial nine months of 1986 as well as averaging 118 referrals per month, conducting 77 third party/parental visits per month and contacting 55 social service providers per month.

The 1986 client survey found that 42 (48.3%) teens either did not know what they would be doing or would not be attending school if they did not receive G.W.A.. Most teens maintained the same grades (n=53; 60.9%) and attendance patterns (n=50; 57.5%) after joining the G.W.A. caseload as they had before though twice as many reported increases in both areas as reported decreases. Forty-seven (54.7%) teen G.W.A. recipients indicated that they planned to attend post-secondary school.

While few teens reported deterioration of their health since receiving benefits, eighteen (17.5%) students replied that their poor health affected their school attendance and performance. Thirty-six (35.0%) respondents were taking prescribed medication.

Seventy-nine (76.7%) respondents stated that their incomes were inadequate while seventy-six (73.8%) teen G.W.A. recipients had needed additional assistance since they began receiving benefits. Teens stated that the best way to improve the system was to provide them with more financial assistance or with greater allowances for clothing, school supplies, dental care, recreation and transportation. In general, teens thought their R.S.S. workers listened to and helped them with problems and that they could trust their Teen-Workers.

In the 1984 study social service providers identified affordable housing as the greatest need teens in Hamilton-Wentworth had. Respondents to the 1986 evaluation stated that the lack of adequate, affordable housing remained the greatest need of teen welfare recipients locally.

Teen-Workers stated that teens received more information than did older clients and also that workers spent more time with teens then they did with older clients. Problems teens presented to their workers were different than those older recipients presented. Teen-Workers viewed community supports for their clients as inadequate and they thought R.S.S. could assist in filling some of the gaps. Teen-Workers stated that the programme had produced positive results for both clients and also for R.S.S. staff. However, room for improvements still existed in the areas of intake, administration and management.

R.S.S. Team Supervisors also stated that the Teen-Worker programme had been beneficial, particularly in eligibility decision making, case management efficiency and ease of supervision. Over half favoured further specialization of workers. However, supervisors also thought that further improvements were required of the Teen-Worker programme.

Contradictory findings were reported by respondents in the areas of information provision and referrals by workers and the "16 - 19 Years Old In Hamilton-Wentworth - On Their Own" pamphlet. These contradictions combined with other concerns voiced by the study's respondents has led to the development of the following recommendations:

SUMMARY OF RECOMMENDATIONS

1. THE SOCIAL SERVICES DEPARTMENT OF THE REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH RETAIN THE TEEN-WORKER PROGRAMME WITH MODIFICATIONS

2a. TEEN-WORKERS PLACE INCREASED EMPHASIS UPON:
- i) PROVIDING INFORMATION,
- ii) ACTING AS A NETWORKING RESOURCE,
- iii) FOLLOWING-UP CLIENTS' PROBLEMS,
- iv) AIDING WITH BUDGETING,
- v) DIRECTLY ASSISTING CLIENTS,
- AND vi) ACTIVELY REFERRING CLIENTS TO SOCIAL SERVICE PROVIDERS.

AND,

2b. WORKERS BE ALLOTTED ADEQUATE TIME TO ENGAGE IN ALL ACTIVITIES LISTED IN 2a. IF ADEQUATE TIME CANNOT BE MADE, MORE TEEN-WORKERS SHOULD BE ASSIGNED.

AND,

2c. TEEN-WORKERS RECEIVE FORMAL TRAINING IN ASSESSMENT AND REFERRAL TECHNIQUES AND METHODS.

3a. REGIONAL SOCIAL SERVICES STUDY THE FEASIBILITY OF
- i) IMPLEMENTING A CENTRAL INTAKE SYSTEM; AND
- ii) CREATING ONE TEAM SOLELY COMPRISED OF TEEN-WORKERS

AND,

3b. SUPERVISION, FEEDBACK AND INFORMATION ABOUT THE DIRECTION OF THE PROGRAMME FROM SUPERVISORS AND MANAGEMENT BE MAINTAINED AND WHERE APPROPRIATE, INCREASED.

4. REGIONAL SOCIAL SERVICES STUDY THE FEASIBILITY OF INTRODUCING CONTRACTS FOR TEEN CLIENTS THAT WOULD SPECIFICALLY STATE BOTH CLIENTS' RIGHTS AND THEIR OBLIGATIONS AND ALSO CONTAIN OTHER IMPORTANT INFORMATION (I.E. PROCESS FOR MAKING REFERRALS, PAMPHLET DISTRIBUTION/FOLLOW-UP, ETC.).

5a. INFORMATION BE PROVIDED TO SOCIAL SERVICE PROVIDERS AND SECONDARY SCHOOL OFFICIALS ABOUT THE TEEN-WORKER PROGRAMME BY REGIONAL SOCIAL SERVICES.

AND,

5b. LIAISON WITH SOCIAL SERVICE PROVIDERS AND SECONDARY SCHOOL OFFICIALS BE MADE A PRIORITY OF THE PROGRAMME.

6a. A SUPPLEMENTARY ALLOWANCE BE PROVIDED TO ALL STUDENT RECIPIENTS TO COVER THE ADDITIONAL COSTS OF ATTENDING SCHOOL FULL-TIME.

AND,

6b. TEEN-WORKERS INFORM CLIENTS ABOUT AND ASSIST THEM IN APPLYING FOR SUPPLEMENTARY FINANCIAL ASSISTANCE SUCH AS BOARD OF EDUCATION MEMORIAL BURSARIES.

7a. THE "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET BE REVISED AND UPDATED ON AN ANNUAL BASIS AND BE DISTRIBUTED TO ALL CLIENTS, REGIONAL SECONDARY SCHOOLS AND APPROPRIATE SOCIAL SERVICE PROVIDERS BY REGIONAL SOCIAL SERVICES.

AND,

7b. ALL TEEN-WORKERS CONTINUE TO DISTRIBUTE THE PAMPHLET ON INITIAL CONTACTS BUT ALSO FOLLOW-UP WITH TEENS TO DETERMINE IF THE PAMPHLET IS UNDERSTOOD AND BEING USED.

AND,

7c. THE PROCESS OF PAMPHLET DISTRIBUTION AND FOLLOW-UP WITH TEENS BE INCLUDED AS AN ELEMENT IN ANY CONTRACT THAT IS DEVELOPED AND IMPLEMENTED BY REGIONAL SOCIAL SERVICES.

8. REGIONAL SOCIAL SERVICES EVALUATE THE FEASIBILITY AND COSTS OF INTRODUCING SPECIALIZED WORKERS FOR OTHER HIGH RISK RECIPIENT SUB-GROUPS EITHER AS MEMBERS OF A TEAM OR AS MEMBERS OF A SPECIALIZED UNIT.

9. REGIONAL SOCIAL SERVICES ENSURE CLIENTS ARE INFORMED OF THE AVAILABILITY OF, AND ARE ASSISTED IN REFERRAL TO COMMUNITY-BASED SOCIAL SERVICE AGENCIES WHO PROVIDE THE SPECIFIC COUNSELLING AND BUDGETING-RELATED SERVICES TEEN G.W.A. RECIPIENTS REQUIRE THAT TEEN-WORKERS ARE UNABLE TO PROVIDE.

10. REGIONAL SOCIAL SERVICES IN CONJUNCTION WITH THE PROVINCE AND COMMUNITY SOCIAL SERVICE PROVIDERS PLACE EMPHASIS UPON PROPERLY HOUSING TEENAGED GENERAL WELFARE RECIPIENTS THROUGH BOTH INDEPENDENT AND STRUCTURED LIVING ENVIRONMENTS.

ACKNOWLEDGEMENTS

This report could not have been completed in the time frame requested without the extremely hard work and long hours provided by ANGELA HOUSER and CAROLINE EYK. My thanks to both for their assistance and patience.

I would like to acknowledge the assistance and support of the entire S.P.R.C. staff through the development and production of this and previous studies and give special thanks to KIM VAN LOUWE for the guidance and supervision he has provided to me over the past three years.

This report was also significantly improved through the input of S.P.R.C. volunteers. My thanks to members of the Research Advisory Committee and the Board of Directors for their assistance in the completion of this and past studies.

1984 05 20

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INTRODUCTION

In 1984, the Social Services Department of the Regional Municipality of Hamilton-Wentworth (R.S.S.) staff obtained funding to examine the needs of teenagers receiving General Welfare Assistance (G.W.A.). Teenagers were divided into two sub-groups: students and single mothers. R.S.S. hired four students through a Summer Canada Student Employment Community Project to study the two groups of teenagers. The researchers surveyed both recipients and community-based social services providers to learn more of the problems and needs of teenagers receiving G.W.A. in Hamilton-Wentworth[1].

The study's recommendations led to the drafting of "A Proposal To Improve The Delivery of Social Services To Teenagers Applying For General Welfare Assistance" in 1985. The proposal, the first response to the study's findings, recommended making one Social Service Worker I on each of the Region's six teams responsible for all persons sixteen to nineteen years of age receiving G.W.A. within each team's geographic boundaries (Figure BT-1). This would allow the Social Service Workers, in theory, to better respond to the unique problems faced by teenagers and to be able to make more consistent eligibility decisions[2].

The programme began operating in September, 1985 with evaluations proposed for six and twelve month intervals. In April 1986, the Health and Social Services Committee of the Regional Municipality of Hamilton-Wentworth received a preliminary report from Mr. Wm. McMillan Carson, then Commissioner of Social Services, prepared by Mr. Alf Spencer, Manager of Income Maintenance Teams. The memo indicated good progress by the programme, especially with

teenaged student recipients. Preliminary impressions indicated that client eligibility decisions were being made more uniformaly and that workers were providing information and alternatives to potential clients. Both follow-ups and liaison with community agencies had improved and a special information pamphlet "16 - 19 Years Old in Hamilton-Wentworth - On Their Own" appeared to be a success. However, a more extensive evaluation after one year of operation was still required[3].

In July 1986, the Social Planning and Research Council (S.P.R.C.) began its evaluation of the Regional Department of Social Services' Teen-Worker Programme. The results of the 1984 study were incorporated to provide non-equivalent control groups in evaluating if the Teen-Worker programme should be maintained or eliminated with teen cases again being given to all workers on all teams. The S.P.R.C. was requested to focus upon the group receiving the most atttention and remaining on benefits the longest, those attending school. Student clients, community social service providers, secondary schools, workers and supervisors were all contacted in assessing the impact of the programme. This report discusses the Teen-Worker programme within this context, recommending modifications to the existing programme while also suggesting potential future directions.

BACKGROUND

i) Literature Review

The 1984 study stated that:

> "Despite a rigorous literature search, the researchers found very few reports and/or journal articles dealing with the target groups. It would appear that research focussed specifically on these target groups is minimal, and that this study must, therefore, be seen as innovative."[4]

A subsequent review of literature failed to yield any significant studies or evaluations.

Data was found, however, on the importance of education for social assistance recipients as it pertains to future earnings. Barbara Blum (1984) discussed the disproportionate number of women on social assistance who first entered the system as teenaged single parents. Blum states that:

> "the age at which a young mother first gives birth is one of the strongest, if not strongest, influences on the level of education she will attain."[5]

The lower the level of education, the harder it becomes ever to leave the social assistance network.

Broker, Laughlin and Rudolph (1979) found similar results in their work. They state that:

> "the younger a woman accepts childrearing responsibilities, the more likely she is to limit her eventual earning capacity."[6]

The key risk factor leading to economic disadvantage is education. Completion of high school and furthering their education are vital if women (or men) are

to be competitive in the labour market.[7] Borker, et al concluded that education, income security and job opportunities must all exist if the generational cycle of poverty is to be broken.[8] Public policy must provide not only an adequate income but support services as well, in order that young social assistance recipients have the opportunity to become self-supporting and not become old social assistance recipients.[9]

While Blum and Borker, Laughlin and Rudolph do not discuss students, they do indicate the importance of reaching young social assistance recipients and providing them with maximum support to allow them to become self-supporting. Critical to both their arguments is education. Without completing high school, there are limited opportunities for teens to ever progress financially.

ii) Social Service Departments

In Southern Ontario, the City of Toronto and Regions of Halton, Niagara and Waterloo have all introduced Teen-Workers. The focus of Toronto's "Youth Outreach Programme" is on providing employment opportunities for young recipients. Niagara has two Teen-Workers who provide the same type of service as workers in Hamilton-Wentworth. Of Halton's eight Social Service Workers, one deals exclusively with teens. Halton's programme began in September 1985 and the worker's caseload averages 70 to 80 clients per month.

Waterloo has one "Special Case Worker" that deals exclusively with teenagers attending secondary school under the age of eighteen. The programme began in 1981 at the request of the Cambridge Board of Education and was retained when G.W.A./F.B.A. integration was introduced to Waterloo Region in 1983. The monthly caseload averages approximately seventy clients of which twenty are single mothers.

Halton's and Niagara's programmes are most similar to Hamilton-Wentworth's though both have fewer workers involved with teens. None of the neighbouring Regions have conducted evaluations of their Teen-Worker programmes to this time.

METHODOLOGY

A. 1984 Study[10]

The 1984 study attempted to explore and define the needs of two sub-groups of G.W.A. recipients, students and single parents, from two perspectives:

i) needs as defined by the teenagers themselves.

and,

ii) need as defined by professionals and service providers working within the community with the target groups,

To accomplish this, two surveys were developed:

i) a survey of teenagers on G.W.A. at the time of the study who fell into one or other of the target groups (students or single mothers).

and,

ii) a survey of collateral agencies (agencies who were reasonably believed to be providing service to the target groups),

i) Client Survey

Survey of Target Groups

A comprehensive interview schedule, incorporating both closed and open-ended questions, was developed for use with a randomly selected sample of students and teen mothers receiving G.W.A..

A listing of all G.W.A. recipients between the ages of 16 to 19 was generated from which a sampling frame of 150 cases was taken in May. A random sample of 100 teens, weighted to ensure accurate representation of both students and single mothers, was drawn from the sampling frame.

An introduction letter was mailed to each of the 65 students and 35 single mothers outlining the study and its purpose. Interviews were held in the respondents' homes at a convenient time.

Forty-one interviews were conducted, 21 (60.0%) with single mothers and 20 (30.8%) with students (though responses from only 18 (27.7%) were tabulated). Difficulties arose contacting respondents as some did not own telephones (they were contacted in person) or were never home.

ii) Collateral Agency Survey

Twenty-one agencies the project's supervisory staff thought worked with the population being studied, were approached. Staff from seventeen (81.0%) agencies participated in the structured interview format. Three Income Maintenance staff from Regional Social Services were interviewed for purposes of contrast and comparison.

B. 1986 Study

The 1986 study varied from the 1984 project, as it was an evaluation of an existing programme, examining its strengths and limits, as opposed to a needs assessment. While the 1986 study built on its predecessors findings, it

also expanded the previous study's scope. Four groups were questioned in preparing the study.

i) teen clients - students only;

ii) Social Service providers, including Regional Secondary Schools;

iii) Teen-Workers

iv) Social Services Department of the Regional Municipality of Hamilton-Wentworth Team Supervisors

i) Teen Clients

Regional Social Services requested that the focus of the study evaluation be placed upon teen student clients. Single parents were recipients for such a brief period that there was no real opportunity for long term intervention. Emphasis has been focused upon students within the programme in order to assist them in leaving the G.W.A. caseload permanently upon completion of school.

Regional Social Services provided a print out of teens names and addresses by Teen-Worker for September, 1986. Individual Teen-Workers indicated, on the print out, which of the clients were students. Of 524 G.W.A. recipients between the ages of 16 to 19, 272 (51.9%) were thought to be students. Each of the 272 students were mailed a package including a letter explaining the purpose of the study, a questionnaire with a pre-paid, addressed envelope and a pre-paid, addressed postcard. Students were to print their name and date of questionnaire completion on the postcard and return it separate from the questionnaire. A follow-up letter was mailed ten days later

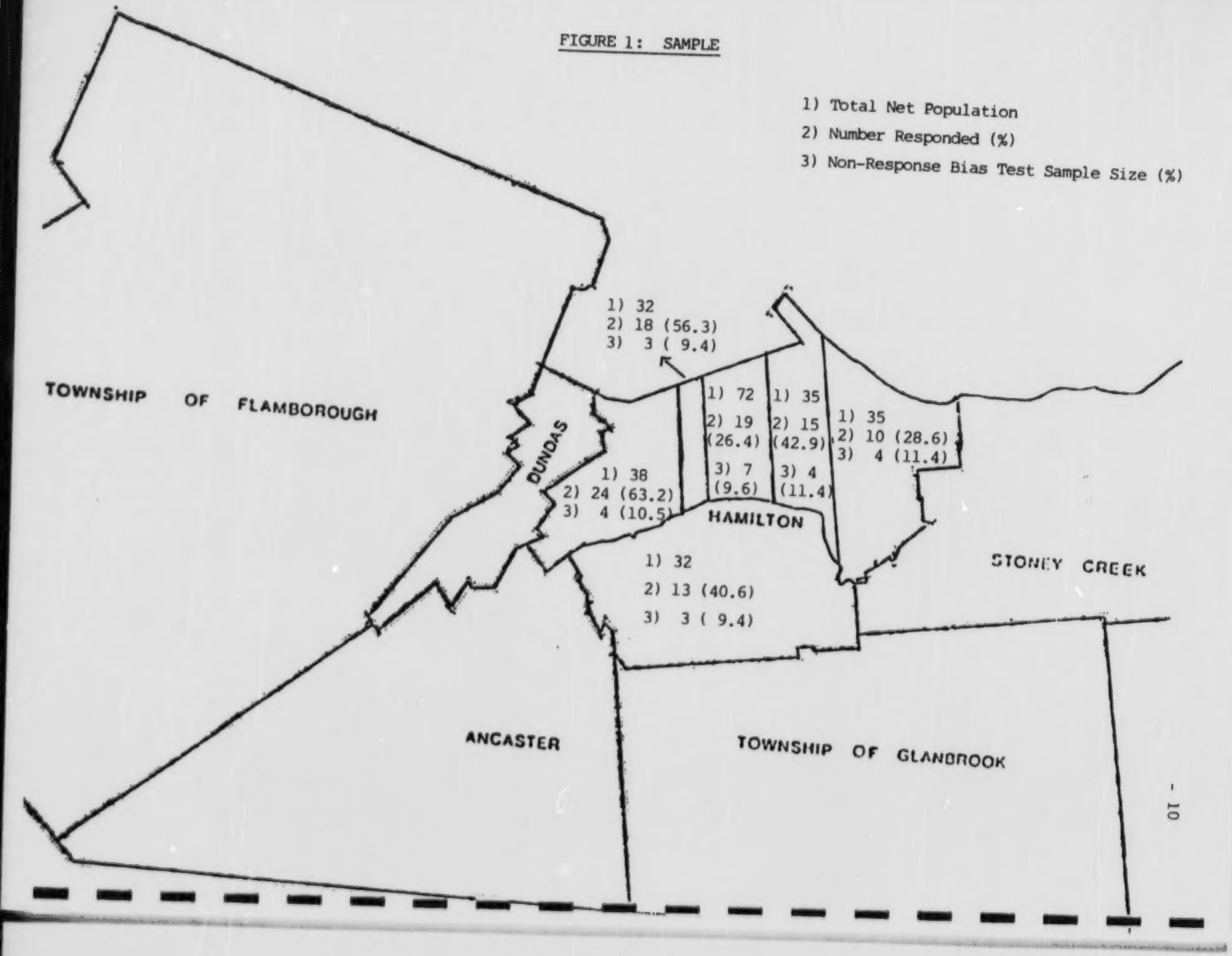
to all students who had not yet returned completed questionnaires (Appendix Bi - Bii).

Table 1 indicates the number of students by team. It also shows the number of undeliverable letters, twenty-four (8.8%). Of 248 potential responses, 103 (41.5%) questionnaires were returned. However, a second Regional Social Services listing indicated that the September teen client caseload was 456. Thus, while the stated response rate is 41.5%, it could range up to 57.2%[11].

TABLE 1: SAMPLE

Team	Total Number Students (Sept.1986)	Number Moved (%)	Net Population	Number Responded (% of Net Population)	Non-Response Bias Test Sample Size (% of Net Population)
1	44	6 (13.6)	38	24 (63.2)	4 (10.5)
2	33	1 (3.0)	32	18 (56.3)	3 (9.4)
3	84	8 (9.5)	72	19 (26.4)	7 (9.6)
4	40	5 (12.5)	35	15 (42.9)	4 (11.4)
5	38	3 (7.9)	35	10 (28.6)	4 (11.4)
6	33	1 (3.0)	32	13 (40.6)	3 (9.4)
Not Specified	--	--	--	4 -	--
Total	272	24 (8.8)	248	103 (41.5)	25 (10.0)

FIGURE 1: SAMPLE



Non-Response Test

Approximately ten percent of the net student population from each team was randomly selected to participate in a statistical non-response bias test (Table 1). The twenty-five names wre given to Regional Social Services staff who used their files to find the required information (Tables G-1 to G-7).

Chi-Square and t-tests were used to compare the "Goodness of Fit" of non-respondents to respondents (Tables G-8 to G-12)[12]. Due to change in school status and inaccurate information provided to and by Teen-Workers, non-student teens were mailed questionnaires. A significantly greater proportion of non-students were found among non-respondents. Thus, as the survey's purpose was to examine students, it appears that many of those who did not reply should not have ever been included in the original sample.

In the non-response test, student (n=15) and non-student (n=10) non-responders were compared to those that returned the questionnaire. It was found that students were more similar than non-students. Students fell within the probability boundaries for length of time receiving general welfare assistance (0.1 probability), last contact with field worker (0.01 probability), present grade (0.025 probability), year of birth (t=-0.82). Non-students fell within the probability boundaries for last contact with field worker (0.10 probability) and year of birth (t=-1.06) (Tables G-8 to G-12).

ii) Social Service Providers and Secondary Schools

Regional Social Service Teen-Workers were asked to list the community-based social service providers they most frequently contacted. The 29 agencies they listed along with all 25 secondary schools in the Hamilton-Wentworth Region (representing the Hamilton Board of Education, Wentworth County Board of Education and Hamilton-Wentworth Roman Catholic Separate School Board), each received an information questionnaire accompanied by a covering letter explaining the purpose of the study (Appendix Di and Dii). Also included was a pre-paid, pre-addressed return envelope. Seventeen (58.6%) of the agencies and fifteen (60.0%) of the secondary schools replied (Appendix Cvi), for an overall response rate of 59.3 percent. Earl Babbie stated in The Practice of Social Research that a fifty percent response rate is adequate for analysis and reporting, while a sixty percent response is considered to be "good"[13]. Thus, with a response rate just marginally under sixty percent, the response rate is acceptable for analysis.

iii) Teen-Workers

Each of Regional Social Service's six Teen-Workers were interviewed on the same day by the report's author. The questionnaire included both open and closed ended questions (Appendix Di) and was uniformily administered to all workers. Workers were notified one month in advance of the interview day and were aware of the subject area but not exact questions. All six workers willingly participated providing a one hundred percent response rate. One worker had just left the position and was no longer working as a Teen-Worker while a second had just become a Teen-Worker. The new Teen-Worker answered as

many questions as she/he was able but commented that he/she could not provide as much insight and knowledge as other workers could. Questions with n=5 were ones to which this worker felt she/he could not adequately respond.

iv) Regional Social Services Team Supervisors

Questionnaires were distributed to eight R.S.S. Team Supervisors (Appendix Eii). Each questionnaire was accompanied by a pre-paid return envelope and a covering letter explaining the purpose of the evaluation (Appendix Ei). All eight (100.0%) questionnaires were returned by the due date requested.

CASELOAD SUMMARY*

- September 1986's teen caseload was 524, down from 626 (16.3%) in May of 1985.
- the average monthly teen caseload level for Janaury to October 1986 was 563.3.
- students accounted for 272 (51.9%) of the 524 teen cases in Septemer, 1986.
- teen-workers made 1,687 (187.4/month) visits to teens' homes during the first nine months of 1986, completing 1,283 (142.6/month).
- teen-workers made 1,063 (118.1/month) referrals to other agenices for teens from January to September, 1986.
- between January and September Teen-Workers conducted 692 (76.9/month) third party/parental visits.
- during the first nine months of 1986, 495 (55.0/month) social service providers were contacted by teen-workers.
- the average monthly number of contacts/visits made by teen-workers was 319.3.
- peak months for contacts were May (403) and July (393) while January (225) and February (247) had the least number of contacts.

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* A complete discussion of all findings and listing of tables is presented in Appendix H.

RESPONSE SUMMARIES

i) Summary: 1984 Teen Client Survey*

a) Clients

education

- 18 students were interviewed (27.6% of the weighted sample).
- 18 (100.0%) were attending secondary school.
- 7 (38.9%) planned to attend a post-secondary institution.

employment

- 17 (94.4%) had either looked for work or were working.

housing

- 9 (50.0%) had moved at least once since they became a beneficiary.

Regional Social Services

- Friends were the most common source for information about General Welfare Assistance - 10 (55.6%).
- 4 (22.2%) had been referred to another agency for additional assistance by a Regional Social Services' Field Worker.
- 15 (83.3%) teens reported that their Field Worker listened to their problems.
- 12 (66.7%) stated their Field Worker helped them in resolving their problems.
- 13 (72.2%) teens felt they could talk freely with their workers.

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* A complete discussion of all findings and listings of tables is presented in Appendix A.

- "More Understanding/Receptive Workers" was the most frequent response to the question of how to improve the welfare system - 6 (33.3%).

b) Agencies

- the most frequent requests agencies received from teen clients were for affordable housing - 16 (80.0%), counselling - 9 (45.0%), increased assistance levels - 8 (40.0%) and employment preparation - 8 (40.0%).
- the greatest unmet needs agencies perceived teens as having were: affordable housing, basic life skills training, inadequate finances and general information about community resources.
- the most frequent reply to the question of how to improve service delivery for teens was to establish a unit of teen workers or have individual workers on each team handle only teen cases.

ii) Summary: 1986 Teen Client Survey*

education

- 87 (84.5%) were presently attending school.
- while most teens reported no change in either grades or attendance since receiving G.W.A., three times as many reported increases in grades as reported decreases and over twice as many reported increased attendance as reported attending fewer classes.
- 42 (40.8%) either didn't know what they'd be doing or would not be attending school if they did not receive G.W.A..
- 47 (54.7%) wanted to proceed to post-secondary school.

employment

- 92 (89.3%) had looked for either part-time, full-time or summer employment.

housing

- 59 (57.3%) had moved at least once since receiving G.W.A..
- prime reasons for moving were a lack of privacy, inadequate room and poor health conditions.
- 34 (33.0%) had problems with current accommodations.

health

- little change had occurred in recipient's health since receiving G.W.A. though twice as many teens reported becoming sicker than reported feeling healthier.

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* A complete discussion of all findings and listing of tables is presented in Appendix B.

- 4 (3.9%) persons reported a substance abuse problem.
- health problems were affecting school for 18 (17.5%) respondents.
- 36 (35.0%) teens were taking prescribed medication.
- 29 (29.3%) respondents reported having dental problems while 16 (16.2%) needed eye care.

social contacts

- 92 (89.3%) teens had family living in the area and the majority had contact with them.

social services

- 76 (73.8%) reported requiring additional assistance since becoming beneficiaries.
- the primary counsellors teens contacted worked within the secondary school system.
- the lack of money, inadequate education, lack of employment, dental care and affordable housing were the most common problems reported by teens.

Regional Social Services

- 29 (28.2%) had been beneficiaries for more than one year.
- 36 (35.0%) had been recipients for three months or less.
- 79 (76.7%) reported their income as inadequate.
- family and friends were the most common sources of information/referral to Regional Social Services.
- 89 (86.4%) had seen their Regional Social Services Worker in the three months prior to the survey.
- 13 (12.6%) reported being referred to another agency by their worker

- teens reported that, in general, their workers listened to and helped with their problems and that they trusted their workers.
- teens wanted more information in many areas from their workers. Most frequent responses were employment, affordable housing, budgeting, Regional Social Services and educational programmes.
- 17 (16.5%) had seen the pamphlet "16 - 19 Years Old in Hamilton-Wentworth - On Their Own".
- 13 (12.6%) had received a copy of the pamphlet.
- respondents stated that the best way to improve the system was to provide more money or greater allowances for items such as clothing, school supplies, dental care, recreation and transportation.
- differences in the amount of information provided, frequency of contacts, referrals made and relationship with individual Regional Social Services Workers were reported by teens

iii) Summary: 1986 Social Service Providers/Secondary Schools

providers and their services

- 32 organizations responded to the survey, 17 (53.1%) social service providers and 15 (46.9%) secondary schools.
- 11 (64.7%) agencies provided specific programmes for teens, 7 (41.2%) for teen welfare recipients.
- the most common services provided for teen G.W.A. beneficiaries were counselling, employment-related, recreational, housing and mental health.

caseload

- few agencies kept exact statistics on the number of teen recipients they assisted.

Regional Social Services

- 29 (90.6%) reported having previous contacts with Regional Social Services' Workers, 17 (53.1%) with "Teen-Workers" and 13 (40.6%) with workers who had exclusive teen caseloads.
- 9 (69.2%) of the 13 agencies reported increased contact with Regional Social Services' Workers since September 1985 and only 1 (7.7%) reported a decrease.
- 20 (62.5%) organizations knew of the pamphlet "16 - 19 Years Old in Hamilton-Wentworth - On Their Own", 17 (53.1%) had copies and 15 (46.9%) distributed the pamphlet to their clients.

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* A complete discussion of all findings and listing of tables is presented in Appendix C

- of the 9 organizations that assessed the "Teen-Worker" Approach, 3 (33.3%) rate it excellent, 5 (55.6%) good and 1 (11.1%) fair.
- further areas for improvement recommended by agency staff for Teen-Workers were better use of community resources, closer relationship with secondary schools, provision or advocacy for more housing, smaller caseloads and more case management/counselling.

<u>community needs</u>

- agencies stated that the greatest unmet needs of teen welfare recipients in the community were the lack of adequate housing, budgeting assistance and employment/training opportunities.

iv) Summary: Teen Worker Survey*

caseload and client contact

- 95% - 100% of cases Teen-Workers carried were teen recipients.
- 5 (83.3%) workers had previously carried regular integrated caseloads in Hamilton-Wentworth.
- teens were contacted more frequently and for longer periods of time then were older clients.

information provided

- teens received more information then did older clients.
- information about eligibility and G.W.A. guidelines/rights and responsibilities were provided by all 6 (100.0%) workers during initial visits.
- 5 (83.3%) provided information about community/social services, education opportunities.
- 4 (66.7%) provided information about budgeting, life skills, employment and affordable housing on subsequent visits.

teens' problems and needs

- teens were seen as having different problems and needs than other G.W.A. clients.
- the two most common problems workers saw their clients as having were in budgeting and in finding affordable housing.

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* A complete discussion of all findings and listing of tables is presented in Appendix D

- the most frequent information requests from teens concerned budgeting, bus passes and employment.

community resources

- community supports for teens were viewed as inadequate by workers with counselling/life skills and housing being the most needed.
- workers thought Regional Social Services could assist in providing these services.
- all workers refer teens to community resources but four (66.7%) have found teens rarely use the services suggested.
- community resources most commonly used are Youth Employment Centre/Citizen Action Group and Child and Adolescent Services.

pamphlet

- 5 (83.3%) of the workers distribute the "16 - 19 Years Old in Hamilton-Wentworth - On Their Own" Pamphlet and always do so on the initial contact.
- 5 (83.3%) feel it is a useful resource.

Teen-Worker Approach

- workers feel positive changes have resulted from the implementation of the Teen-Worker programme including increased individual counselling and improved relationships with agencies, secondary school staff, clients and parents.
- quality of relationships with colleagues and job satisfaction have also increased as a result of the programme.
- 5 (83.3%) thought the greatest need not being met by the programme was the lack of time workers had to provide guidance/counselling to teens.

- 5 (83.3%) workers stated that a contract between the Region and teen clients would be beneficial. Contents should include both clients' rights and their responsibilities.
- 5 (83.3%) workers found separate Teen-Worker meetings beneficial.
- 5 (83.3%) workers stated that the Teen-Worker project was useful to teens.
- workers stated key areas for continued improvement included improving intake procedures/central intake, increased support from management, creating one team solely comprised of Teen-Workers and re-classifying Teen-Workers as Worker II's.

v) Summary: Team Supervisors Survey*

- no significant changes had been perceived in team caseload levels, team cohesiveness nor staff turnover since the start of the Teen-Worker Programme by supervisors.
- case management efficiency and ease of supervision were reported to have increased with the introduction of Teen-Workers.
- eligibility decision-making has become more efficient though 3 (37.5%) supervisors still believe inconsistencies exist.
- unequal distribution of cases among team members has resulted from the project.
- 7 (87.5%) supervisors reported specialized worker as being beneficial to the team.
- 5 (62.5%) stated having more than one specialized worker per team would be beneficial
- 5 (62.5%) supervisors replied that the Teen-Worker approach was good while 3 (37.5%) stated it was fair.

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* A complete discussion of all findings and listing of tables is presented in Appendix E.

COMPARISONS

The existence of a needs study, conducted in 1984, and the co-operation of clients, workers, supervisors and community organizations allows an examination of respondents' replies not only in isolation but in comparison with each other. This section relates 1984 response to those made by clients and organizations in 1986. It also compares views and experiences of workers with clients and those of supervisors with those of workers. Areas of interest are highlighted with appropriate references to tables to allow more detailed examination of responses.

i) Clients: 1984 and 1986

a) Demographics

The most striking difference between the two study groups is their size. The 1984 sample examined 18 clients, 27.6% of the weighted sample. The 1986 study had 103 subjects, nearly six times as many as in 1984. The 103 clients represented a minimum 41.5% of the total teen student population that could be located. (The small 1984 sample size makes a statistical comparison problematic thus section (i) is only descriptive in nature.)

The 1986 study had a higher proportion of 16 and 17 years olds and a more even distribution across all ages than did the 1984 study (Tables A-1 and B-57). Both studies had almost 50:50 male/female ratios with their being slightly more female than male recipients in both instances (Tables A-2 and B-56).

b) Education

There was a more even distribution of grades within the 1986 group. The 1984 group had three times as many "B" average students than "C" and no "D" or "E" average students. The 1986 study saw the same number of "B" and "C" average students. As well, ten percent of the 1986 sample had "D" averages (Tables A-3 and B-5). A higher proportion of the 1986 sample stated they were attending school in order to proceed onto post-secondary school or to improve their employment prospects (Tables A-9 and B-9).

c) Employment

Over 90 percent of the 1984 sample had previously searched for work while

89.3% of the 1986 sample had done so (Tables A-10 and B-20). In both groups the majority had looked for part-time work though twice as many of the 1986 group had looked for summer employment than had the 1984 sample (Tables A-11 and B-21).

d) Housing

A greater proportion of the 1986 group had moved and they had moved more frequently (Tables A-5 and B-11). A lack of privacy was the most frequent reason for moving in 1986 though it was mentioned by only one respondent in 1984. Poor health conditions accounted for nearly 22 percent of answers in 1986, double the 1984 percentage (Tables A-6 and B-13). A higher proportion of the 1986 group was sharing household amenities though twice as many had private kitchens compared to members of the 1984 survey (Tables A-7, A-8, B-16 and B-17).

e) Regional Social Services

Friends were the most common source of information about Regional Social Services for both groups. Members of the 1984 survey relied more heavily upon counsellors and social workers for information than did teens in the 1986 survey. Family members were a source of information for nearly half the 1986 group but for only eleven percent of the 1984 group (Tables A-4 and B-2).

A greater proportion of the 1984 sample were regularly informed of worker visits (Tables A-12 and B-3a) and were referred to other agencies (A-13 and B-42). The 1986 referrals included counselling and support service agencies

unlike referrals made in 1984 which focused primarily upon employment-related services (Tables A-14 and B-43).

There were only minor differences between the two groups in the way they viewed the relationship with their workers. The 1984 group gave their workers slightly higher rankings in listening to and helping with problems. The 1986 group reported receiving slightly more information about their rights. Three-quarters of the 1984 group stated they could talk freely with their worker while just over half the 1986 sample felt that way (Tables A-15 and B-46).

"Provide More Money" was the most frequent response of the 1986 group to the question what changes are needed to improve the welfare system. In 1984, 33.3 percent of teens said more understanding/receptive workers were needed, the most common response. In 1986, that answer was given by eight teen clients - ten percent - and tied for fourth most frequent reply with more money for food (Tables A-16 and B-54).

f) Summary

The response from the two groups vary significantly in several areas. Different methodologies and sample sizes can account for some of the variances but not all. The increased attention teens have received may be partially responsible for increased desires to attend post-secondary school, more increased searching for summer employment, referrals to counselling-related services and fewer concerns about Regional Social Service Workers.

ii) Social Service Providers: 1984 and 1986

The 1984 agency survey used only social service providers and included three social service staff. The 1986 study separated Regional Social Services staff from agencies and included secondary schools from the Hamilton Board of Education, Wentworth County Board of Education and Hamilton-Wentworth Roman Catholic Separate School Board with social service providers instead. However, in both samples, adequate housing was reported as being the greatest need of teen G.W.A. recipients. There was no consensus on any other items, though. The 1984 sample listed, in order, basic life skills training, inadequate finances and general information on services in the community after housing. In 1986, the most commonly cited unmet needs after housing were support/counselling, budgeting assistance and employment/training opportunities (Tables A-19 and C-15).

The 1984 study recommended that a separate unit responsible for teens be established or specific workers be chosen to carry only teen cases. Stricter financial eligibility and better liaison with agencies were the next most common responses to the question of how to improve service delivery to teens. Respondents in 1986 thought Regional Social Services should make better use of existing community resources, develop even closer relationships with schools, provide first and last months rent to teens and provide or advocate for affordable housing for teens (Tables A-20 and C-16).

Summary

With the inclusion of secondary schools, some changes resulted in the sample. The most pressing issue, which remains unchanged, is the recognized need by social service providers for increased number of affordable housing units. Some recommendations made in 1984 have been acted upon but affordable housing for teens remains the most critical issue for this sub-group of recipients and a constant and significant problem in Hamilton-Wentworth.

iii) Clients and Workers

a) Contacts

Four workers stated that they saw their clients once every two months and two stated visits occurred at least once every three months (Table D-5). Over half of teen respondents stated they'd seen their worker in the two months prior to receiving the survey. However, ten percent of teens had not seen their worker in over three months, two claiming never to have had a visit (Table B-38). Seventeen percent of clients claimed that workers had missed scheduled meetings while all workers stated that they had clients who did not appear for scheduled appointments (Tables B-40 and D-8). Half of the workers stated ten percent or fewer meetings were missed though one said that over fifty percent of his/her visits had to be re-scheduled because of teen clients' absences.

b) Problems

The three greatest problems teens identified as having were a lack of money, inadequate education and the lack of employment while workers saw housing, budgeting and transportation as the top three issues. While most problems appeared on both lists, the top three concerns teens listed plus their fourth, dental care, did not appear on the workers' lists. No teen listed, as a problem, contraception, abusive families or mental health issues, problems different workers saw their clients as having (Tables B-37 and D-11).

c) Referrals

Major discrepancies in responses between workers and clients occurred in two areas. The first involves referrals. All six teen-workers state they refer their teen clients to outside agencies, particularly Citizen Action Group, Youth Employment Programme and Child and Adolescent Services (Tables D-20 and D-21). These standards are supported by the workers monthly referral statistics (Figure 3). Most workers believed that few teens acted upon their referrals (Tables D-22). Contrarily, only thirteen (12.6%) teens stated they'd ever been referred to another agency by their worker. For those who had been referred, Summer Student Employment and Adolescent Community Care were the most frequent agencies visited (Tables B-42 and B-43). In actuality, just over half of the teens who stated they'd been referred to an agency, nine, actually went (Table B-44).

d) "16 - 19 Years Old in Hamilton-Wentworth - On Their Own" Pamphlet

The other major discrepancy between worker and client responses involves the "16 - 19 Years Old in Hamilton-Wentworth - On Their Own" pamphlet. Despite five of six workers stating that always distribute the pamphlet, always during the initial contact, and they they believe it is extremely useful, only seventeen (16.5%) teens said they'd seen the pamphlet (Tables B-49, D-26, D-27 and D-28c). Thirteen teens claim to have received copies of the pamphlet to keep and only nine state they used a service listed in the pamphlet (Tables D-50 and D-51).

e) Summary

There are several differences between the services workers say they provide and services clients claim to receive. Despite increased number of contacts, some clients still stated they had yet to see their worker. Though workers make referrals, regularly provide information and distribute the pamphlet, teens state referrals are not made, they need more information and that for the most part they have never seen any pamphlet. The problems teens see themselves as having overlap to some extent with those workers perceive them as having though several differences do exist. Procedures need to be reviewed and/or developed to allow teens to better understand what services and options are available for them in the community.

iv) Workers and Supervisors

Both workers and supervisors were asked about changes caused by the Teen-Worker programme. The majority of both groups felt that caseloads of non Teen-Workers did not increase as a result of the programme. Six of seven supervisors did not feel team cohesiveness suffered as a result of the implementation of teen-workers while two workers thought the quality of relationship had increased, two felt they had decreased and one thought there had been no change. Both groups felt that the programme had improved case management efficiency and eligibility decision-making (Tables D-24, D-25 and E-2).

The two groups agreed that by having teen-workers, a more consistent approach with teen cases resulted and improved programming was possible as teens did not get lost within the system (Tables D-34 and E-3a).

Workers and supervisors differed in discussing areas for improvement. Workers wanted an improved intake system, increased support from management, a cap on caseload levels and one worker stated that increased consistency between different supervisor's decisions was needed (Table D-35). Supervisors thought that further improvements in consistent eligibility decision-making was needed and that by having one Teen-Worker per unit, difficulties in scheduling and unequal distribution of workloads occurred (Table E-4).

Summary

Overall, both workers and supervisors responded positively to the changes produced by the implementation of the Teen-Worker approach. However, problems remain and modifications are necessary to improve both internal operations and service delivery.

In 1986, the Ontario government struck an advisory commission to assess and evaluate the provincial social assistance system. The task force will tour the province making fourteen stops. It plans to present a series of recommendations to the government in 1987 upon which a new and more equitable social assistance system may be established. The outcomes are as yet unknown though the potential to restructure the system as we now know it exists. The following recommendations should be considered not only in the current context but in any future framework that may arise, to ensure maximum assistance is provided to the recipients discussed in this study.

RECOMMENDATIONS

In 1985, after the completion of a preliminary study, Regional Social Services introduced the Teen-Worker Programme. The new approach was developed based upon a limited number of client and social service provider responses. One third of teens questioned in the 1984 study stated that the way to best improve the welfare system for them was to have more understanding workers. This solution was mentioned by only ten percent of the 1986 sample. Clients have received more systematic attention and counselling-related referrals with the programme's implementation. For the first nine months of 1986, the average monthly Teen-Worker caseload was 570.4. Teen-Workers, averaged, on a monthly basis, 187.4 visits to clients' homes, 118.1 referrals, 76.9 third party/parental visits and 55.0 social service provider contacts.

Over one-third of respondents in the 1986 study stated that they could not attend school if they were not receiving G.W.A.. Over one quarter of students indicated their grades and attendance had increased since receiving G.W.A. while ten percent indicated decreases. Thirty students had received help from their Teen-Worker in finding either part-time or summer employment. Twenty-two percent reported that when they needed additional assistance, it was their Teen-Worker who provided it. Teens reported that a majority of their workers listened to and helped with their problems, explained their rights and that they trusted their workers. While all workers provided information to their clients, teens still had many unanswered questions.

Both Teen-Workers and Team Supervisors stated that the Teen-Worker Approach had a positive and beneficial impact upon teens. Teen-Workers replied that they spent more time with teens and provided them with more information than they had to older clients. Workers saw teens as having problems and needs different than those older clients presented. Overall, changes to Regional Social Services were unaffected or improved by the Teen-Worker Approach in both Teen-Workers' and Supervisors' opinions. However, workers felt they could still be doing more for their teen clients.

The literature on this subject indicates that placing emphasis on interventions with young social assistance recipients can prevent many from becoming long term beneficiaries.

However, all groups questioned also indicated limitations with the current programme. Thus, it is recommended that:

1. THE SOCIAL SERVICES DEPARTMENT OF THE REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH RETAIN THE TEEN-WORKER PROGRAMME WITH MODIFICATIONS.

The process through which workers inform teens about G.W.A., their rights and obligations, support services in the community and other important issues remains a problem. While all workers report they refer teens to social service providers and monthly statistics indicate an average of over 100 referrals per month, only thirteen (12.6%) of 103 respondents replied that they had ever been referred to another agency. Despite more frequent contacts

than non-teen clients receive and the provision of information on a wide range of topics, teens still report a lack of information on many important subjects. The four problems teens indicate they most frequently experience were not mentioned by any Teen-Worker when they were asked what they saw as their clients greatest problems. Workers, themselves, state the greatest problem with the programme is the lack of time they have to spend with teens. Thus, it is recommended that:

2a. TEEN-WORKERS PLACE INCREASED EMPHASIS UPON:

i) PROVIDING INFORMATION,

ii) ACTING AS A NETWORKING RESOURCE,

iii) FOLLOWING-UP CLIENTS' PROBLEMS,

iv) AIDING WITH BUDGETING,

v) DIRECTLY ASSISTING CLIENTS,

AND vi) ACTIVELY REFERRING CLIENTS TO SOCIAL SERVICE PROVIDERS.

AND,

2b. WORKERS BE ALLOTTED ADEQUATE TIME TO ENGAGE IN ALL ACTIVITIES LISTED IN 2a. IF ADEQUATE TIME CANNOT BE MADE, MORE TEEN-WORKERS SHOULD BE ASSIGNED.

AND,

2c. TEEN-WORKES RECEIVE FORMAL TRAINING IN ASSESSMENT AND REFERRAL TECHNIQUES AND METHODS.

Two areas were reported by Teen-Workers as being impediments to increased efficiency; intake and the fact that while generally working relationships with fellow team members were good, at times their specialized status was

resented. Discrepancies exist in the number of cases each worker carries. As well, particular teams have had more difficulty coping with a specialized worker among them than have others. Teen-Workers felt they were generally supported by their supervisors and by each other but added more consistent support from management would be appreciated. Overall, team supervisors felt Teen-Workers were not a problem and integrated well into teams, however, their presence had led to scheduling and case assignment difficulties. The 1984 report's recommendations stated that Teen-Workers could be integrated into existing teams or placed together on one team. Thus, in an attempt to make the programme more efficient and flexible, it is recommended that:

3a. REGIONAL SOCIAL SERVICES STUDY THE FEASIBILITY OF

i) IMPLEMENTING A CENTRAL INTAKE SYSTEM; AND

ii) CREATING ONE TEAM SOLELY COMPRISED OF TEEN-WORKERS

AND,

3b. SUPERVISION, FEEDBACK AND INFORMATION ABOUT THE DIRECTION OF THE PROGRAMME FROM SUPERVISORS AND MANAGEMENT BE MAINTAINED AND WHERE APPROPRIATE, INCREASED.

Workers at times feel powerless as they have no authority to ensure the decisions they make regarding their clients are actually carried out by teens. Neighbouring municipalities have gone to a contract system whereby teens agree to a series of policies. Most Teen-Workers are in favour of such contracts. However, any such contract would be incomplete if it did not also specifically state all rights and options to which clients are entitled. Contracts could also be used as a forum for conveying information clients claim not to be receiving from workers. Thus, it is recommended that:

4. REGIONAL SOCIAL SERVICES STUDY THE FEASIBILITY OF INTRODUCING CONTRACTS FOR TEEN CLIENTS THAT WOULD SPECIFICALLY STATE BOTH CLIENTS' RIGHTS AND THEIR OBLIGATIONS AND ALSO CONTAIN OTHER IMPORTANT INFORMATION (I.E. PROCESS FOR MAKING REFERRALS, PAMPHLET DISTRIBUTION/FOLLOW-UP, ETC.).

Teen-Workers regularly contact social service providers and secondary schools yet only a small number of those organizations knew workers dealt only with teens. Few knew of the Teen-Worker approach or its rational. As well, several response from secondary school officials stated they wanted even closer working relationships with Regional Social Services staff. Thus, it is recommended that:

5a. INFORMATION BE PROVIDED TO SOCIAL SERVICE PROVIDERS AND SECONDARY SCHOOL OFFICIALS ABOUT THE TEEN-WORKER PROGRAMME BY REGIONAL SOCIAL SERVICES

AND,

5b. LIAISON WITH SOCIAL SERVICE PROVIDERS AND SECONDARY SCHOOL OFFICIALS BE MADE A PRIORITY OF THE PROGRAMME.

The allowance teens receive is inadequate by adequate budgeting standards*, poverty line indicators*, Teen-Workers' impressions and teens'

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* See: A Brief Submitted to the Social Assistance Review Committee, Social Planning and Research Council of Hamilton and District, 1986, p.16; Appendix 1.

day-to-day living experiences. Regional Social Services have limited control over the direct financial assistance, social assistance recipients receive though they do have discretionary powers. One goal of the Teen-Worker programme is to maximize assistance for student recipients in order that they complete their education and are able to become self-sufficient. Students have special needs, as do many sub-groups of recipients. For students, it is the extra cost of school supplies and field trips, the cost of transportation to travel to school every day, the cost of cafeteria meals and the cost for clothing and physical education equipment. While some students receive additional funds for school supplies and activities, provision is not uniform. In consideration of the special financial needs student General Welfare Assistance recipients face, it is recommend that:

6a. A SUPPLEMENTARY ALLOWANCE BE PROVIDED TO ALL STUDENT RECIPIENTS TO COVER THE ADDITIONAL COSTS OF ATTENDING SCHOOL FULL-TIME.

AND,

6b. TEEN-WORKERS INFORM CLIENTS ABOUT AND ASSIST THEM IN APPLYING FOR SUPPLEMENTARY FINANCIAL ASSISTANCE SUCH AS BOARD OF EDUCATION MEMORIAL BURSARIES.

The "16 - 19 Years Old in Hamilton-Wentworth - On Their Own" pamphlet is a key element of the Teen-Worker approach. It summarizes important information of which teen recipients are generally unaware. Thousands of copies were printed and distributed throughout the Region by both social service providers and workers. Unfortunately, most teens reported never having seen a pamphlet. While both agencies and workers stated the pamphlet

was an useful information package the pamphlets do not appear to be reaching their targeted audience. Gaps in information were also noted by all survey respondents. Thus, it is recommended that:

7a. THE "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET BE REVISED AND UPDATED ON AN ANNUAL BASIS AND BE DISTRIBUTED TO ALL CLIENTS, REGIONAL SECONDARY SCHOOLS AND APPROPRIATE SOCIAL SERVICE PROVIDERS BY REGIONAL SOCIAL SERVICES.

AND,

7b. ALL TEEN-WORKERS CONTINUE TO DISTRIBUTE THE PAMPHLET ON INITIAL CONTACTS BUT ALSO FOLLOW-UP WITH TEENS TO DETERMINE IF THE PAMPHLET IS UNDERSTOOD AND BEING USED.

AND,

7c. THE PROCESS OF PAMPHLET DISTRIBUTION AND FOLLOW-UP WITH TEENS BE INCLUDED AS AN ELEMENT IN ANY CONTRACT THAT IS DEVELOPED AND IMPLEMENTED BY REGIONAL SOCIAL SERVICES.

Other high risk sub-groups exist within the general welfare recipients population besides teenagers. In the past, the Region has expressed concern over these sub-groups and the Social Planning and Research Council has undertaken studies concerning their needs at the request of the Regional Department of Social Services (i.e. An Examination of Unattached

Women Over 40 Receiving General Welfare Assistance). Supervisors have indicated they would be favourable to more specialization of their teams while workers have expressed satisfaction with having specialized caseloads. Thus, it is recommended that:

8. REGIONAL SOCIAL SERVICES EVALUATE THE FEASIBILITY AND COSTS OF INTRODUCING SPECIALIZED WORKERS FOR OTHER HIGH RISK RECIPIENT SUB-GROUPS EITHER AS MEMBERS OF A TEAM OR AS MEMBERS OF A SPECIALIZED UNIT.

Two important yet unmet needs teenaged welfare recipients have involve counselling and budgeting assistance. There are areas that were also identified in the 1984 needs assessment. Assistance with budgeting finances is required primarily because of the inadequate income General Welfare Assistance provides teens (as discussed in the pre-amble to recommendations 6a and 6b). Of the greatest needs teens expressed as having, the top four were all income related [money money (general) - 33.8%; money for clothing - 15.0%; money for school supplies - 12.5%; money for food; 10.0%]. Learning to survive on a limited and fixed income and counselling services are two areas with which teen welfare recipients will continue to require help. However, numerous service proviers already provide counselling to teens. All seventeen social service provider respondents reported offering counselling services to teen G.W.A. recipients. What is lacking is co-ordination of this service provision. Thus, it is recommended that:

9. REGIONAL SOCIAL SERVICES ENSURE CLIENTS ARE INFORMED OF THE AVAILABILITY OF, AND ARE ASSISTED IN REFERRAL TO, COMMUNITY-BASED SOCIAL SERVICE AGENCIES WHO PROVIDE THE SPECIFIC COUNSELLING AND BUDGETING-RELATED SERVICES TEEN G.W.A. RECIPIENTS REQUIRE THAT TEEN-WORKERS ARE UNABLE TO PROVIDE.

In 1984, housing was the greatest community need of teens. In 1986, housing was the greatest community need of teens. With the present emphasis on housing for singles and special needs groups in 1988 and 1990, housing will still be the greatest community need of teens. The housing crisis remains with us though the Region has recently begun to act upon it through the hiring of staff to investigate the situation. The 1984 report recommended action be taken to provide adequate affordable housing for teens and again it is strongly recommended that:

10. REGIONAL SOCIAL SERVICES IN CONJUNCTION WITH THE PROVINCE AND COMMUNITY SOCIAL SERVICE PROVIDERS PLACE EMPHASIS UPON PROPERLY HOUSING TEENAGED GENERAL WELFARE RECIPIENTS THROUGH BOTH INDEPENDENT AND STRUCTURED LIVING ENVIRONMENTS.

ENDNOTES

1 Carmen Bian, Fiona Weir, Gerald Kennedy and Jane McFatter, A Survey of Teens On Welfare, (Hamilton: Social Services Department of the Regional Municipality of Hamilton-Wentworth, 1984), pp.1-2.

2 M.J. Schuster and T. Cassidy, A Proposal To Improve The Delivery of Social Services To Teenagers Applying For General Welfare Assistance, (Hamilton: Social Services Department of the Regional Municipality of Hamilton-Wentworth, 1985), pp.1-2.

3 Alf Spencer, Interim Report - Teen-Worker Project, (Hamilton: Social Services Department of the Regional Municipality of Hamilton-Wentworth, 1986), pp.1-5.

4 Carmen Bian, et.al., Op.cit., p.4.

5 Barbara Blum, "Helping Teenage Mothers", Public Welfare, 1984, 42(1), 17.

6 Susan Borker, Julia Laughlin and Claire Rudolph, "The Long-Term Effects of Adolescent Childrearing: A Retrospective Analysis", Journal of Social Service Research, 1979, 2(4), 341.

7 Ibid, p.354.

8 Ibid, p.355.

9 Ibid, p.341.

10 Carmen Bian, et.al, Op.cit, pp.2-3.

11 According to Regional Social Services monthly caseload statistics, the total teen caseload for September was 456, 14.9 percent lower than the total teen population figure provided. Several factors may have accounted for the discrepancy

- deactivated cases may have been included in the print out provided by Regional Social Services (as of October 1986, 64 (44.1%) of 145 non-respondents were no longer receiving assistance).
- non-teens may have been included (of 103 respondents, two (1.9%) were considerably older than 19).

If 456 is the more accurate value, the 41.5% response rate is too low. The student to non-student ratio was 51.9:48.1. If the 456 divides along the same ratio, the number of students would be 237 (456 x 0.519). The net student population would then be 213 (237 - 24) which would give a response rate of 48.4 percent. If the 68 missing cases were all non-students, the response rate would remain at 41.5% but if all missing cases had been inadvertently included in the student totals, the response rate would be 57.2 percent. Thus, while the stated response rate is 41.5%, it could range up to 57.2%.

12 Ramon Henkel, Tests of Significance: Quantitative Applications In the Social Sciences, Volume 4, (Beverly Hills: Sage Publishing Company, 1976), pp.45-48.

13 Earl Babbie, The Practice of Social Research, (Belmont: Wadsworth Publishing Company, 1975), p.265.

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Bian, Carmen; Weir, Fiona; Kennedy, Gerald and McFatter, Jane. A Survey of Teens On Welfare, Hamilton: Social Services Department of the Regional Municipality of Hamilton-Wentworth, 1984.

Blum, Barbara. "Helping Teenage Mothers", Public Welfare, 1984, 42(1), 17-21.

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Social Services Department of the Regional Municipality of Hamilton-Wentworth. Teenage Worker Statistics, 1985 - 1986.

Spencer, Alf. Interim Report - Teen-Worker Project, Hamilton: Social Services Department of the Regional Municipality of Hamilton-Wentworth, 1986.

APPENDIX A

1984 TEEN CLIENT SURVEY

i) Discussion

ii) Tables

ii) Discussion

I. Clients

a) Demographics

Eighteen teens were interviewed in 1984 pilot study, ten (55.6%) female and eight (44.4%) male (Table A-2). Eight (44.4%) were nineteen years of age, six (33.3%) eighteen, three (16.7%) seventeen and one (5.6%) sixteen (Table A-1).

b) Education

All eighteen teens in the study group were attending school. Their academic averages ranged from "A" to "C" with the majority - 11 (61.1%) - obtaining "B" averages (Table A-3). Seven (38.9%) teens stated they were attending school in order to move onto post-secondary education, six (33.3%) wanted to receive their diploma while three (16.7%) believe finishing school would assist them in finding "better" employment (Table A-9).

c) Employment

Despite being under the age of twenty, seventeen (94.4%) of the teens had previously looked for employment (Table A-10). Thirteen (76.5%) had looked for part-time time work, four (23.5%) for summer employment and six (35.3%) had actively searched for full-time work (Table A-11).

d) Housing

Half of the eighteen respondents had moved between the time they began receiving G.W.A. and the start of the survey. Five (27.8%) had moved once, two (11.1%) twice while two (11.1%) teens had moved four times (Table A-5).

Reasons for moving varied and included rent increases (2), inadequate social assistance (2), inadequate living space (2), lack of privacy (1), neighbours (1), noise (1) and rundown accommodations (1) (Table A-6). Two (11.1%) had their own kitchen and four (22.2%) their own bathroom (Table A-7) while eight (44.4%) respondents shared a kitchen and seven (38.9%) were sharing a bathroom (Table A-8).

e) Social Services

Ten (55.6%) teens learned about General Welfare Assistance (G.W.A.) from friends, six (33.3%) from a social worker or counsellor while two (11.1%) had heard about G.W.A. from a family member (Table A-4). Four (22.2%) had been referred to another agency by their Regional Social Services' Case Worker. Two teens were referred to LONAR (Work Activity Project) and one each to Legal Aid and to Student Manpower (Table A-14).

f) Regional Social Services

The majority of teen clients, seventeen (94.4%), were regularly informed by their workers of intended visits (Table A-12). Four (22.2%) teens reported that they had been referred to another agency by their worker (Table A-13).

Teens were satisfied, overall, with their worker. Fifteen (83.3%) responded that their worker listened to their problems, twelve (66.7%) believed that their worker actually helped them with their problems and thirteen (72.2%) felt they could talk freely with their worker. While only four teens had reported being referred to another agency, nine (50.0%) stated that

if their worker could not assist them with a problem, the worker had found another community resource for them (Table A-15).

Despite a positive review of Regional Social Services case workers, the most frequent response to the question of how to improve the welfare system was more understanding/receptive workers. Other replies included more money; providing bus passes; cheques issued twice a month; more assistance/information from workers; and a clothing allowance (Table A-16).

g) Summary

The sample size for this survey was extremely low considering the size of the population. Those interviewed were all attending secondary school with nearly half planning on attending a post-secondary institution and three others stating that they were finishing high school to improve their employment prospects. Most teens surveyed had actively looked for work, the majority for part-time work to supplement their benefits.

Housing was a major problem for teen social assistance recipients. Half had moved for one or several reasons since receiving G.W.A.. Overall, teens surveyed stated that they could easily talk with their workers and that Regional Social Services workers both listened to and helped them with their problems. At the same time, one third stated having friendlier/more receptive workers was the best way to improve the welfare system. As well, only four teens had been referred to another agency for assistance by their worker.

II. Social Service Providers

A separate component of the 1984 pilot study was a "collateral agency" survey. It consisted of interviews with representatives of seventeen social service agencies and three Regional Social Services' Income Maintenance staff.

Agency staff stated that the most frequent needs teen welfare recipients approached their organizations with were affordable housing - sixteen (80.0%), counselling - nine (45.0%), increased assistance levels - eight (40.0%), employment preparation - seven (35.0%) and education - seven (35.0%) (Table A-17). Social Service Providers and Regional Social Service staff identified basic life skills - sixteen (80.0%), affordable housing - nine (45.0%), education - eight (40.0%), and self-esteem - eight (40.0%), as the greatest needs of teen G.W.A. clients (Table A-18). The most frequent responses by agency representatives to the question of what the unmet needs of the target group were included housing - thirteen (76.5%), basic life skills training - five (29.4%), inadequate finances - five (29.4%) and general information on services and the community - five (29.4%) (Table A-19).

The most frequently recommended way to improve service delivery to teen clients was to create a separate unit dealing exclusively with teens and/or assigning specific workers to deal only with teen clients - 8 (40.0%). Other recommendations included implementing stricter rules regarding financial assistance - 6 (30.0%), better liaison with agencies - 5 (25.0%), providing more individual counselling - 4 (20.0%), more pre-employment counselling - 4 (20.0%) and starting a group home or providing more housing - 4 (20.0%) (Table A-20).

Summary

The response rate for agencies was high, 81.0 percent. The issues repeatedly identified by agency representatives as pressing needs for teens were affordable housing, more counselling/basic life skills education, and increased financial aid. Agencies believed that more effective service delivery would be possible if a separate unit of Teen-Workers was created or if workers from each team were assigned to work only with teens.

i) Tables

TABLE A-1: RESPONDENT'S AGE

	Frequency	%
16	1	5.6
17	3	16.7
18	6	33.3
19	8	44.4
Total	18	100.0

TABLE A-2: RESPONDENT'S SEX

	Frequency	%
Male	8	44.4
Female	10	55.6
Total	18	100.0

TABLE A-3: LAST SCHOOL TERM'S ACADEMIC AVERAGE

	Frequency	%
A (80 - 100)	3	16.7
B (70 - 79)	11	61.1
C (60 - 69)	4	22.2
D (50 - 59)	0	0.0
Total	18	100.0

TABLE A-4: HOW LEARNED OF GENERAL WELFARE ASSISTANCE

	Frequency	%
Friend	10	55.6
Social Worker/Counsellor	6	33.3
Family	2	11.1
Total	18	100.0

TABLE A-5: NUMBER OF MOVES SINCE RECEIVING GENERAL WELFARE ASSISTANCE

	Frequency	%
None	9	50.0
1	5	27.8
2	2	11.1
3	0	0.0
4	2	11.1
Total	18	100.0

TABLE A-6: REASONS FOR MOVING (n=9)

	Frequency	% of Respondents
Rent Increase	2	11.1
Inadequate G.W.A.	2	11.1
Inadequate Living Space	2	11.1
Lack of Privacy	1	5.6
Neighbours	1	5.6
Noise	1	5.6
Rundown Building	1	5.6
Total	10	--

TABLE A-7: PRIVATE AMENITIES

	Frequency	%
Kitchen	2	11.1
Bathroom	4	22.2

TABLE A-8: SHARED AMENITIES

	Frequency	%
Kitchen	8	44.4
Bathroom	7	38.9

TABLE A-9: REASONS FOR ATTENDING SECONDARY SCHOOL

	Frequency	%
In order to proceed to post-secondary school	7	38.9
Obtain diploma	6	33.3
Obtain better employment	3	16.7
To learn	1	5.6
To better themself	1	5.6
Total	18	100.1

TABLE A-10: PREVIOUSLY SEARCHED FOR WORK

	Frequency	%
Yes	17	94.4
No	1	5.6
Total	18	100.0

TABLE A-11: TYPE OF WORK LOOKED FOR (n=17)

	Frequency	% of Respondents
Full-time	6	35.3
Part-time	13	76.5
Summer	4	23.5
Total	23	--

TABLE A-12: INFORMED OF FIELD WORKER'S VISITS

	Frequency	%
Yes	17	94.4
No	1	5.6
Total	18	100.0

TABLE A-13: REFERRED TO ANOTHER AGENCY BY WORKER

	Frequency	%
Yes	4	22.2
No	14	77.8
Total	18	100.0

TABLE A-14: AGENCIES REFERRALS MADE TO

LONAR	(2)
LEGAL AID	(1)
STUDENT MANPOWER	(1)

TABLE A-15: TEEN/WORKER RELATIONSHIP (n=18)

	Frequency	% of Respondents
Worker listens to problems	15	83.3
Worker explains rights	13	72.2
Worker helps with problems	12	66.7
Worker finds other community resources when cannot personally help with problem	9	50.0
Can freely talk with worker	13	72.2

TABLE A-16: CHANGES TO IMPROVE WELFARE SYSTEM (n=14)

	Frequency	% of Responses	% of Respondents
More understanding/ receptive worker	6	25.0	33.3
More money	4	16.7	22.2
Bus passes	4	16.7	22.2
Cheques twice a month	4	16.7	22.2
More assistance/information from worker	3	12.5	16.7
Clothing allowance	1	4.2	5.6
Keep surplus money from working	1	4.2	5.6
More worker visits	1	4.2	5.6
Total	24	100.2	--

TABLE A-17: CLIENT NEEDS IDENTIFIED BY CLIENTS TO AGENCY AND SOCIAL SERVICE STAFF

Need	Client Need Identified to Agency Staff (n=17) (% of respondents)	Client Need Identified to Social Service Staff (n=3) (% of respondents)	Total (%) (n=20)
Affordable Housing	14 (82.4)	2 (66.7)	16 (80.0)
Counselling	8 (47.1)	1 (33.3)	9 (45.0)
More Income	6 (35.3)	2 (66.7)	8 (40.0)
Education (upgrading and alternative)	7 (41.2)	- --	7 (35.0)
Employment Preparation	6 (35.3)	1 (33.3)	7 (35.0)
Basic Life Skills	5 (29.4)	1 (33.3)	6 (30.0)
Social Support	4 (23.5)	- --	4 (20.0)
Better Relations With Family	3 (17.6)	1 (33.3)	4 (20.0)
Legal Assistance	3 (17.6)	1 (33.3)	4 (20.0)
Child Care	3 (17.6)	- --	3 (15.0)
Transportation	- --	1 (33.3)	1 (5.0)
Book Allowance	- --	1 (33.3)	1 (5.0)

TABLE A-18: CLIENT NEEDS IDENTIFIED BY AGENCY AND SOCIAL SERVICE STAFF

Need	Client Need Identified to Agency Staff (n=17) (% of respondents)	Client Need Identified to Social Service Staff (n=3) (% of respondents)	Total (%) (n=20)
Basic Life Skills	13 (76.5)	3 (100.0)	16 (80.0)
Affordable Housing	8 (47.1)	1 (33.3)	9 (45.0)
Education	7 (41.2)	1 (33.3)	8 (40.0)
Self-Esteem	6 (35.3)	2 (66.7)	8 (40.0)
Counselling	5 (29.4)	- --	5 (25.0)
Health Care	5 (29.4)	- --	5 (25.0)
Familiarity of Community Resources	4 (23.5)	- --	4 (20.0)
Social Support	4 (23.5)	- --	4 (20.0)
Transportation	3 (17.6)	- --	3 (15.0)
Employment/Work Skills	- --	1 (33.3)	1 (5.0)
Liaison With Schools	- --	1 (33.3)	1 (5.0)
Parenting Skills	- --	1 (33.3)	1 (5.0)
Familiarity With Community Resources	- --	1 (33.3)	1 (5.0)

TABLE A-19: UNMET NEEDS OF TARGET GROUP CITED BY AGENCIES* (n=17)

Unmet Need	Frequency	% of Respondents
Housing	13	76.5
Basic Life Skills Training	5	29.4
Inadequate Finances	5	29.4
General Information on Services and Community	5	29.4
Job Readiness (Assessment and Education)	3	17.6
Peer Support	2	11.8

* only the top 6 response are listed; other responses were cited by only 1 respondent.

TABLE A-20: RECOMMENDED CHANGES FOR REGIONAL SOCIAL SERVICES

Recommended Changes for Regional Social Services	By Agency Staff (n=17) (% of respondents)	By Social Service Staff (n=3) (% of respondents)	Total (%) (n=20)
Separate unit or workers specifically for teens	6 (35.3)	2 (66.7)	8 (40.0)
Stricter rules regarding financial assistance	5 (29.4)	1 (33.3)	6 (30.0)
Better liaison with agencies	5 (29.4)	- --	5 (25.0)
More individual counselling	4 (23.5)	- --	4 (20.0)
Pre-employment training	4 (23.5)	- --	4 (20.0)
More follow-up	4 (23.5)	- --	4 (20.0)
Housing/group home	3 (17.6)	1 (33.3)	4 (20.0)
Tighter check of school attendance	- --	1 (33.3)	1 (5.0)
Apply more pressure to parents to take kids home	- --	1 (33.3)	1 (5.0)

APPENDIX B - CLIENTS

i) Covering Letter/Postcard

ii) Questionnaire

iii) Follow-up Letter

iv) Discussion

v) Tables

vi) Comments

The Social Planning & Research Council of Hamilton and District
155 James St. S., Suite 602, Hamilton, Ont. L8P 3A4 Telephone: 522-1148

i) Covering Letter/Postcard

B-1

September 8, 1986

Dear Participant:

Your help is needed in filling out this questionnaire.

My name is Rick Csiernik and I work at the Social Planning and Research Council.

As a student on general welfare assistance, we would like to know what your problems and needs are. The information will be used to help students on welfare but no one, not even your welfare worker will know you answered a questionnaire. Could you please read and answer the questions on the following pages. When you are done, put the questionnaire in the envelope that we included and mail it by September 26, 1986. No stamps are needed. Could you also please put your name on the postcard and mail it back separately from the questionnaire. Again, No stamps are needed.

If you have any questions or do not understand something, please telephone me at 522-1148. Thank you very much for your help.

Sincerely,

Rick Csiernik,
Research Associate

Encl.
RC/ce

Business
Reply Mail

No Postage Stamp
Necessary if mailed
in Canada

Postage will be paid by

Social Planning & Research Council
155 James Street South, 6th Floor
Hamilton, Ontario
L8P 9Z9

I have completed the questionnaire and mailed it on

.....
(date)

Name: .....
(please print)

Please mail this **separately** from the questionnaire.

QUESTIONNAIRE

HOW TO ANSWER: Please answer by putting an "X" next to the answer you want to make. For example if a question asks:

Are you on welfare now?
( ) Yes
( ) No

You would answer by putting an X through Yes.
Are you on welfare now?
(X) Yes
( ) No

If you have any questions as you do the questionnaire, please call Rick at 522-1148 and ask. Thank you.

---

1. How long have you been on welfare?
   ( ) less than one month
   ( ) 1 - 3 months
   ( ) 4 - 6 months
   ( ) 7 - 9 months
   ( ) 10 - 12 months
   ( ) more than 12 months

2. How did you find out about welfare?
   ( ) friend
   ( ) family
   ( ) teacher
   ( ) guidance counsellor
   ( ) principal/vice-principal
   ( ) social worker → Who did the social worker work for (what agency)? _____
   ( ) other (please specify) _____

3. Are you presently attending school?
   ( ) Yes
   ( ) No (If No, go to Question 10)

4. What grade are you in (what level are most of your courses)?
   ( ) 8
   ( ) 9
   ( ) 10
   ( ) 11
   ( ) 12
   ( ) 13
   ( ) Vocational School

5. What was your average in your last completed term of school?
   ( ) A (80 - 100)
   ( ) B (70 - 79)
   ( ) C (60 - 69)
   ( ) D (50 - 59)
   ( ) E (0 - 49)

6. Since getting welfare have your grades:
   ( ) Gone up
   ( ) Stayed about the same
   ( ) Gone down

7. Since getting welfare have you gone to:
   ( ) more classes
   ( ) about the same number as before
   ( ) fewer classes

8. Would you be going to school if you were not getting welfare?
   ( ) Yes
   ( ) No → If No, what would you be doing?_____
   ( ) Don't know

9. What is the main reason that you are going to school?
   ( ) want to go to college/university
   ( ) can't find a job
   ( ) can get a better job if I finish high school
   ( ) friends are in school
   ( ) girl/boy friend is in school
   ( ) nothing else to do
   ( ) want to get my diploma
   ( ) other (please specify) _____

10. Are you:
   ( ) living in your own home
   ( ) renting/sharing a house
   ( ) living in your own apartment
   ( ) sharing an apartment
   ( ) living in a hostel
   ( ) living with relatives (boarding)
   ( ) lodging (renting a room and getting meals)
   ( ) rooming (renting a room only)
   ( ) other (please specify) _____

11. Are there other adult people living with you?
   ( ) Yes
   ( ) No

12. How many times have you moved since you have been on welfare?
   ( ) none (If none, please go to Question 14)
   ( ) once
   ( ) twice
   ( ) three times
   ( ) four times
   ( ) more than four times

13. Why did you move? (please put an "X" beside as many reasons as apply)
    ( ) rent to high
    ( ) rent increase
    ( ) poor health conditions → What type of problem was there?
        ( ) insects/pests
        ( ) no running hot water
        ( ) no heating
        ( ) no ventilation
        ( ) rundown building
        ( ) other (please specify)
        _____
        _____
    ( ) noise
    ( ) neighbours
    ( ) not enough living space
    ( ) lack of privacy
    ( ) lack of transportation
    ( ) problems with landlord
    ( ) other (please specify)_____
    _____

14. Do you have any problems where you are living now?
    ( ) No (If No, go to question 16)
    ( ) Yes

15. What type of problem(s) do you have now (please put an "X" beside as many reasons as apply)?
    ( ) rent too high
    ( ) poor health conditions
    ( ) noise
    ( ) neighbours
    ( ) not enough living space
    ( ) lack of privacy
    ( ) lack of transportation
    ( ) problems with landlord
    ( ) other (please specify) _____
    _____

16. In your place, do you have your own:

Yes	No	
( )	( )	room to study
( )	( )	kitchen
( )	( )	bathroom

17. In your place do you share a:

Yes	No	
( )	( )	kitchen
( )	( )	bathroom

18. Are you living in:
    ( ) Hamilton Housing
    ( ) Co-op Housing
    ( ) Non-profit Housing
    ( ) Other (please specify) _____

19. Can you last the month on the money you get?
    ( ) Yes
    ( ) No

20. Have you looked for a job since your were 16?
    ( ) Yes
    ( ) No (If No, go to Question 24)

21. What type of job was it (put an "X" beside as many as apply)?
    ( ) full-time
    ( ) part-time
    ( ) summer

22. Did the welfare office (worker or counsellor) help you to look for a job?
    ( ) Yes
    ( ) No (If No, go to Question 24)

23. Did the welfare office help you get a job?
    ( ) Yes
    ( ) No

24. How has your health been since you have been living on welfare?
    ( ) very poor
    ( ) poor
    ( ) okay
    ( ) good
    ( ) very good

25. Does your health make it hard for you to look for work or go to school?
    ( ) Yes
    ( ) No

26. Since you have been on welfare, has your health:
    ( ) improved
    ( ) stayed the same
    ( ) become worse

27. When was the last time you saw a doctor?
    ( ) this week
    ( ) this month
    ( ) last month
    ( ) two or more months ago

28. Are you on any prescribed medication now?
    ( ) Yes
    ( ) No

29. Is alcohol or drugs a problem for you?
    ( ) Yes
    ( ) No

30. Since you have lived on welfare have you ever needed help because you did not have enough money for essentials (food, clothing, shelter)?
    ( ) Yes
    ( ) No (If No, please go to Question 32)

31. a) What kind of help did you get? (please put an "X" beside as many as you got)
    ( ) none
    ( ) food
    ( ) clothing
    ( ) shelter
    ( ) money
    ( ) other (please specify) _____
    _____

    b) Who helped you? _____
    _____

32. Do you have any family living in the Hamilton area?
    ( ) Yes
    ( ) No

33. When did you last speak to someone in your family not living with you?
    ( ) this week (please go to Question 35)
    ( ) last week (please go to Question 35)
    ( ) more than 2 weeks ago

34. If you have not seen or spoken to anyone in your family in more than two weeks, what are the reasons?
    ( ) family lives outside Hamilton
    ( ) no living family
    ( ) no telephone
    ( ) do not get along with family
    ( ) cost of transportation
    ( ) other reasons (please specify) _____
    _____

35. Have you seen a Social Worker or a Counsellor in the last year (not including your welfare worker)?
    ( ) Yes
    ( ) No (If No, please go to Question 37)

36. What agencies (offices) did the social worker or counsellor belong to?
    _____
    _____
    _____

37. What problems do you have now? (Please put an "X" beside as many as you need)
( ) none
( ) I'd like to be working
( ) I need more education
( ) I don't have anything to do in my spare time
( ) money is a problem
( ) I can't afford good quality housing
( ) I need dental work
( ) I need to have my eyes checked
( ) I need to see a doctor
( ) I need legal help
( ) I need to talk to a social worker/counsellor
( ) I can't get around the city
( ) I don't have many friends
( ) I need to find out about community/social services
( ) other (please specify) _____
_____

38. In what month did you last see your welfare worker?
( ) September
( ) August
( ) July
( ) June
( ) May
( ) April
( ) March
( ) February
( ) January

39. Does your welfare worker let you know s/he is coming to see you?
( ) always
( ) usually
( ) sometimes
( ) never

40. Has your welfare worker ever missed an appointment made with you?
( ) Yes
( ) No (If No, go to Question 42)

41. Did the worker let you know before that s/he was going to miss the appointment?
( ) Yes
( ) No

42. Since you have been on welfare, has your worker ever referred you to other agency(ies)?
( ) Yes
( ) No (If No, go to Question 46)

43. What agency(ies) did your worker refer you to? (Please specify) _____
_____
_____

44. Did you go?
( ) Yes
( ) No (If No, go to Question 46)

45. To which agencies did you go? _____
_____

46. Please answer true or false to the following questions:

True	False	
____	_____	My welfare worker listens to me when I have a problem or complaint.
____	_____	My welfare worker explains my rights/responsibilities to me.
____	_____	My welfare worker tries to help me with my problems.
____	_____	My welfare worker gets someone else to help me if s/he cannot.
____	_____	I feel I can talk to my worker.
____	_____	If I don't do something my worker tells me I won't get my welfare cheque.
____	_____	I can trust my worker.

47. Has your welfare worker ever given you information about:

Yes	No	
( )	( )	memorial burarsies
( )	( )	budgeting
( )	( )	community services
( )	( )	educational opportunities
( )	( )	employment
( )	( )	affordable housing
( )	( )	better quality housing
( )	( )	health services
( )	( )	counselling services
( )	( )	personal problems
( )	( )	legal services
( )	( )	welfare (social assistance) department services
( )	( )	dental services
( )	( )	life skills
		other (please specify) _____
		_____

48. What help would you like to have from your welfare worker? (Please put an "X" beside as many items as you need help with)

( ) no help needed
( ) help with bugeting
( ) information about educational programs
( ) information about employment
( ) information about affordable housing
( ) information about health services
( ) more information about welfare (social assistance) services
( ) information abonut community services
( ) information about legal services
( ) information about counselling services
( ) help with personal problems
( ) more calls or visits
( ) less calls or visits
( ) other (please specify) _____

49. Have you ever seen the yellow pamphlet put out by the Welfare Department entitled "16 - 19 years old in Hamilton-Wentworth - On Their Own"?
( ) Yes
( ) No (If No, please go to Question 54)
( ) Don't know (If Don't know, please go to Question 54)

50. Did you ever get a copy of the pamphlet?
( ) Yes
( ) No

51. Did you use any of the services mentioned?
( ) Yes
( ) No (If No, please go to Question 53)

52. Which services did you use (place an "X" beside as many items as you used)?
( ) Social Services (Welfare)
( ) Education
( ) Job Assistance
( ) Day Care
( ) Emergency Services
( ) Counselling
( ) Legal Counselling
( ) General Health
( ) Family Planning
( ) Phone Crisis
( ) Don't remember
( ) Other (please specify) _____
_____

53. What information could you use that should be put in the pamphlet? _____
_____
_____
_____

54. What changes would you make to improve the welfare system for yourself and other teens on welfare? _____
_____
_____
_____

55. Are there any changes that could be made to get you off welfare?
( ) Yes → What are they? _____
_____
( ) No

56. Your sex: ( ) Male
( ) Female

57. Your year of birth: ( ) 1967
( ) 1968
( ) 1969
( ) 1970
( ) 1971

58. Do you live in:

( ) Ancaster
( ) Dundas
( ) Flamborough
( ) Glanbrook
( ) Stoney Creek - West of Grays Road

Hamilton -
( ) West of James
( ) East of James, West of Emerald
( ) East of Emerald, West of Lottridge
( ) East of Lottridge, West of Cochrane/Strathearne
( ) East of Cochrane/Strathearne to Grays Road
( ) On the Mountain

59. If you have any additional comments, please write them below: _____

Could you please now put this in the enclosed envelope, seal it and mail it by September 26, 1986.

Please also send the postcard back separately.

NO STAMPS ARE NEEDED

THANK YOU FOR YOUR HELP

If you have any questions, please call Rick at 522-1148.

The Social Planning & Research Council of Hamilton and District
155 James St. S., Suite 602, Hamilton, Ont. L8P 3A4 Telephone: 522-1148

iii) Follow-up Letter

September 15, 1986

Dear Participant:

Your help is still needed. Last week we sent you a questionnaire to fill out. We are trying to help students on welfare by finding out what you think and what you need. If you have finished the questionnaire and mailed it back, thank you. If you have finished it and have not mailed it, could you please mail it today. If you still have not finished it, could you please do so.

Your name does not go anywhere on the questionnaire so no one will know how you answered. Please finish the questionnaire and mail it back to me in the envelope that was included, by September 26, 1986. No stamps are needed. Also, please put your name on the postcard and mail it back separately. This way I'll know you get the questionnaire and won't have to write again. Once I get your card, I'll check you off the list and throw the card away.

If you are having problems, please telephone me at 522-1148. Ask for Rick and I'll be happy to help you. Thank you very much for your help.

Sincerely,

Rick Csiernik,
Research Associate

RC/ce

iv) Discussion

a) Demographics

Of the 103 respondents, 53 (51.5%) were female and 50 (48.5%) were male (Table B-56). Two (2.0%) members of the sample were not teenagers, one having been born in 1963, the other in 1965. The greatest proportion of respondents, 33 (32.0%) were born in 1968 (Table B-57). Seven (6.8%) of the teens lived outside the city of Hamilton. The greatest proportion living within Hamilton, 23 (22.3%), were located west of James Street (Table B-58). Twenty-nine (28.2%) had been receiving benefits for more than a year, twelve (11.7%) for ten to twelve months, eleven (10.7%) for seven to nine months, fourteen (13.6%) for four to six months, twenty-nine (28.2%) for one to three months and seven (6.8%) for less than one month (Table B-1).

b) Education

Eighty-seven (84.5%) of the teens were attending school at the time of the survey (Table B-3). The students' level ranged from Grade 9 to Grade 13 though the greatest number, 41 (47.1%) were in Grade 12 (Table B-4). The majority were attending regular secondary schools with thirteen (14.9%) attending a vocational school (Table B-4a). Marks ranged from an "A" average to an "E" with 35 (40.2%) students reporting having a "B" average and 35 (40.2%) reporting a "C" average (Table B-5). While 53 (60.9%) stated their grades had not changed since receiving General Welfare Assistance (G.W.A.), 24 (27.6%) reported an increase and 7 (8.0%) a decrease in marks (Table B-6). Similarly, 50 (57.5%) students replied that there had been no change in their school attendance since they have been receiving G.W.A.. Twenty-five (28.7%)

stated that they had gone to more classes, while nine (10.3%) reported having attended fewer (Table B-7). The length of time in receipt of G.W.A. appears to have little impact on school attendance patterns (Table BT-7).

The importance of providing financial assistance to teens is indicated by Table B-8. Thirty students (34.5%) reported that if they were not receiving G.W.A., they would not be furthering their education while 12 (13.8%) were unsure. Of the 30 who would have dropped out of school, 28 (93.3%) answered they would be working while 2 (6.7%) said they would be doing nothing (Table B-8a). Forty-seven (47.5%) of the students attending school replied they wanted to continue onto post-secondary school. Twenty-two (22.2%) believed that by finishing school and obtaining their diplomas that they could find better jobs (Table B-9).

c) Employment

Of the 103 respondents, 92 (89.3%) had actively searched for employment in the past (Table B-20). Thirty-four (37.0%) had looked for full-time work, 59 (64.1%) for part-time work and 52 (56.5%) for summer employment (Table B-21). Thirty (32.6%) students had received help from their worker in finding employment while eleven (12.0%) had received help from someone else at the Regional Social Services department (Tables B-22, B-23).

d) Housing

Forty-nine (47.6%) teens were renting their accommondations, 23 (22.3%) were living with relatives, eighteen (17.5%) were in a lodging situation and

thirteen (12.6%) were rooming (Table B-10). Twenty-four (23.3%) reported living in a privately owned building. Fourteen (13.6%) lived in a non-profit accommodation, thirteen (12.6%) in Hamilton Housing while co-ops, the Y.W.C.A. and rooming houses were each listed by two (1.9%) respondents. Forty-six (44.7%) teens did not specify the type of housing in which they were living (Table B-18).

Of the 101 who replied, 57 (56.4%) had moved at least once since receiving benefits (Table B-12). As anticipated, the longer a teen was in receipt of assistance, the greater the likelihood of him/her having moved and the more frequent the moves (Table BT-8). The major reasons for moving were a lack of privacy - 23 (41.8%), inadequate space - 21 (38.2%), poor health conditions - 12 (21.8%), problems with the landlord - 11 (20.0%) and the high cost of rent - 10 (18.2%).

Thirty-four (33.0%) of the respondents had problems with their current accommodation (Table B-14). The three greatest concerns were a lack of privacy - 14 (41.2%), the high cost of rent - 14 (41.2%) and inadequate living space - 11 (32.4%). Eighty-one (78.6%) teens were living with other adults (Table B-11), with 75 (72.8%) sharing a kitchen and 76 (73.8%) sharing a bathroom (Table B-17). Eighty-four (81.6%) of the sample had a private room in which they could study (Table B-16).

e) Health

Only 17 (16.5%) teens reported their health status as being poor or very poor since receiving G.W.A.. Eighteen (17.5%) replied that difficulties in school and/or work had occurred for them because of health problems (Table B-25). Eighty (78.4%) reported no change in their overall health status since becoming beneficiaries while fifteen (14.7%) reported their health as becoming worse with the other seven (6.9%) reporting an improvement (Table B-26). Eight (53.3%) of the fifteen reporting a deterioration had been receiving G.W.A. for three or less months while four (66.7%) of the six reporting an improvement had been beneficiaries for one to six months (Table BT-9).

The majority, 60 (58.3%), had not seen a physician for over two months (Table B-27). Thirty-six (35.0%), four more than had seen a doctor in the past two months, were taking prescribed medication (Table B-28). Four (3.9%) teens claimed to have a drug or alcohol problem while three (2.9%) did not answer the question (Table B-29).

f) Social Contacts

Most teens, 92 (89.3%), had family living in the Hamilton area (Table B-32). Fifty-six (54.4%) had contact with their family in the seven days preceding the receipt of the questionnaire. Fourteen (13.6%) had been in contact with a family member eight to fourteen days before receiving the questionnaire while 28 (27.1%) had not had contact with a family member for fifteen or more days prior to receiving the survey (Table B-33). The main reasons for not seeing or talking with family members were because they did not get along - 13 (50.0%), that their family lived out of town - 8 (30.8%), and that they did not have a telephone - 3 (11.5%) (Table B-34).

g) Social Services

Seventy-six (73.8%) teens reported needing assistance to obtain essential items since receiving G.W.A (Table B-30). The most common types of assistance required were money - 47 (64.4%), food - 33 (45.2%) and clothing - 30 (41.1%) (Table B-31). In general, the longer teens were financially dependent upon G.W.A., the greater the proportion in need of assistance for these basic items (Table BT-10). Family - 36 (50.0%), friends - 27 (37.5%) and Regional Social Service field workers - 16 (22.2%) were the most frequently reported sources of help in obtaining necessities (Table B-31a).

Forty-five (42.7%) teens had contacted a social worker or counsellor other than their Teen-Worker in the past year (Table B-35). A wide variety of organizations were contacted including St. Joseph's Community Psychiatry, Children's Aid Societies and employment-related organizations. The most frequently utilized resource were guidance counsellors in the various secondary schools - 11 (33.3%) (Table B-36).

The most pressing problems teens in the survey reported having were a lack of money - 69 (69.7%), inadequate education - 38 (38.4%), no job - 31 (31.3%), the need for dental work - 29 (29.3%) and the need for affordable housing - 22 (22.2%) (Table B-37).

h) Regional Social Services

Teens learned of Regional Social Services in several ways, through friends - 54 (52.4%) and family - 49 (47.6%) were the primary sources (Table B-2).

Fifty-five (53.4%) teens had been contacted by their worker a month prior to receiving the survey. Thirty-four (33.0%) had been visited in the past two to three months while eight (7.7%) had not seen their worker in the three months prior to receiving the questionnaire and two (1.9%) were still waiting for their first contact (Table B-38). Teens stated that they were usually informed in advance of upcoming visits by their workers though eighteen (17.5%) reported never knowing of future contacts and six (5.8%) replied that they had never been visited by their worker (Table B-39). Seventeen (17.5%) teens stated that their worker had missed an appointment and in only five (29.4%) of those seventeen cases did workers notify their clients that they would miss the meeting. Seventy-six (78.4%) teens replied that their worker had never missed a scheduled meeting (Table B-40, B-41).

While 44 teens (42.7%) had contacted a social worker or counsellor other than their field worker (Table B-35), only thirteen (12.6%) reported that they had been referred by their worker (Table B-42). Only seven (53.8%) of the thirteen reported actually visiting the agency to which they were referred by their Teen-Worker (Table B-44). The most common referral and the one most often visited was the Student Summer Employment Office (Tables B-43 and B-45).

Overall, teens appeared satisfied with their workers. Eighty-two (82.8%) replied that their worker listened to their problems, 61 (61.7%) stated they were helped by their workers and 40 (40.4%) answered that their worker would find a community resource to help with their problem if the worker could not solve it. Seventy-six (76.8%) stated their worker explained their rights to them and 50 (50.5%) said their workers explained activities that would

disqualify them from receiving G.W.A.. Fifty-three (53.5%) felt they could talk freely with their worker while 64 (64.6%) felt they could trust their worker (Table B-46).

Areas about which teens received the most information from their workers were employment - 48 (46.6%), educational opportunities - 22 (21.4%), counselling - 17 (16.5%), and health services - 17 (16.5%) (Table B-47). Areas about which teens wanted more information were employment - 40 (39.6%), affordable housing - 28 (27.7%), budgeting - 27 (26.7%), Regional Social Services - 27 (26.7%), and educational programmes - 26 (25.7%) (Table B-48). A major reason why teens may be requesting information is that only seventeen (16.5%) reported having seen the pamphlet "16 - 19 Years Old in Hamilton-Wentworth - On Their Own" and only thirteen (12.6%) reported receiving copies (Tables B-49 and B-50). Nine (52.9%) of the seventeen who had seen the pamphlet had used a service listed in the pamphlet, most often Regional Social Services - seven (77.8%) (Table B-51 and B-52). Suggestions for additions to the pamphlet included information about going onto post-secondary institutions, legal responsibilities of teens and business hours of agencies listed in the pamphlet (Table B-53).

When asked what changes could be made to improve the welfare system, 27 (33.8%) teens said provide more money. The most common non-monetary answer was more helpful/understanding workers, by eight (10.0%) teens (Table B-54). The former reply is consistent with the fact that only nineteen (18.4%) teens found their monthly allowance adequate (Table B-19). Thirty-one (73.8%) teens

wrote that the most effective way in which to reduce the social assistance caseloads was to provide jobs (Table B-55).

Responses By Team*

The Teen-Worker programme placed one worker on each team to deal exclusively with teen clients. Tables BT-1 to BT-5 examine differences/similarities between Teen-Workers on different teams. Figure BT-1 lists the geographic boundaries for the six teams. Table BT-1 examines last contact between teen and worker by team. Four (66.7%) of six workers had seen at least fifty percent of their student clients one month prior to the questionnaire being sent. Five (83.3%) of six workers had seen eighty percent or more of their clients in the past three months.

Teens served by Teams B and D reported being the least informed about impending meetings with their workers (Table BT-2). The most reported referrals came from teens living within Team C boundaries (Table BT-3).

Table BT-4 indicates positive responses by teens to seven areas involving their worker, from whether the worker explains the teen's rights to whether or not the teen trusts his or her worker. Teens served by Team C provided the highest mark to their worker followed by teens served by Team E. However, the range between the second and fifth ranking was only 3.8 percent. It was teens

* Note: Teams Randomly Assigned Different Codes For Each Table To Provide Worker Confidentiality.

in Team A who reported receiving the most information from their worker on average, two and one half times as much as teens served by other teams (Table BT-5).

Tables BT-1 to BT-5 indicate that discrepancies exist between different Teen-Workers and an uniform provision of service is not being offered to all clients.

School attendance was not affected by length of time receiving G.W.A. (Table BT-6) though the longer a teen was in receipt of benefits, the greater their liklihood was of repeatedly moving (Table BT-7). Most teen recipients reported no change in their health over time though more reported worsened health than did improved health, across all time periods (Table BT-8). Lastly, the longer teens received G.W.A., the more they reported requiring assistance to obtain essential items (Table BT-9).

i) Summary

Twenty-eight percent of the 103 respondents had been in receipt of benefits for one to three months while another twenty-eight percent had been in receipt for over one year. The sample was split nearly 50/50 male/female and lived primarily in the city of Hamilton.

The majority were attending school and nearly half wanted to go onto post-secondary institutions. More students reported increases in both marks and attendance than decreases since receiving G.W.A.. Over one-third stated

if they would not have received social assistance, they would not be in school.

Almost all teens had actively searched for work while just under one-third had been helped by their worker in their search.

The majority of teens were renting their accommodation and most had moved at least once since receiving benefits. The wide range of reason for moving included high costs, a lack of privacy, inadequate living space and poor health conditions. Thirty-three percent also reported problems with their current accommodation.

Health did not appear to be a major issue for teens though twice as many reported deteriorations in their health than reported improvements. Over one-third were taking prescribed medications while four teens reported having a drug or alcohol problem.

Most teens had family in Hamilton area and had regular contact with family members.

Nearly three-quarters of teens reported requiring additional assistance since receiving G.W.A.. The primary sources for help were family and friends. Forty-four teens had contacted an outside social worker or counsellor for help, primarily within the secondary school system. Only thirteen teens stated they were referred to another social agency by their Teen-Worker.

A lack of money, inadequate education, limited employment prospects, dental work and the need for affordable housing were the key problems facing teen G.W.A. recipients.

Family and friends were the most common sources for information about Regional Social Services. Most teens had regular contact with their workers and reported a good relationship with them. However, teens still wanted more information in several areas from their workers. As well, few reported having read or received the pamphlet "16 - 19 Years Old in Hamilton-Wentworth - On Their Own". The key element in improving the current system for teen recipients, in their opinion, is to provide them with greater financial assistance or increased allowances for clothes, school supplies, rent, transportation, dental care and recreation.

In an examination of responses by teams, differences were reported by teens living in different parts of the Region.

v) Tables

TABLE B-1: LENGTH OF TIME RECEIVING GENERAL WELFARE ASSISTANCE

	Frequency	%
Less than 1 month	7	6.8
1 - 3 months	29	28.2
4 - 6 months	14	13.6
7 - 9 months	11	10.7
10 - 12 months	12	11.7
More than 12 months	29	28.2
Not specified	1	1.0
Total	103	100.2

TABLE B-2: HOW TEENS LEARNED OF GENERAL WELFARE ASSISTANCE (n=103)

	Frequency	% of Responses	% of Respondents
Friends	54	42.9	52.4
Family	49	38.9	47.6
Guidance Counsellor	10	7.9	9.7
Social Worker	7	5.6	6.8
Teacher	2	1.6	1.9
Not specified	4	3.2	3.9
Total	126	100.1	----

TABLE B-2a: AGENCY OF SOCIAL WORKER WHO PROVIDED REFERRAL TO REGIONAL SOCIAL SERVICES (n=7)

	Frequency	%
Catholic Children's Aid Society	4	57.1
Adolescent Community Care	1	14.3
Not specified	2	28.6
Total	7	100.0

TABLE B-3: PRESENTLY ATTENDING SCHOOL

	Frequency	%
Yes	87	84.5
No	16	15.5
Total	103	100.0

TABLE B-4: PRESENT GRADE

	Frequency	%
9	3	3.4
10	10	11.5
11	16	18.4
12	41	47.1
13	11	12.6
Not specified	6	6.9
Total	87	99.9

TABLE B-4a: ATTENDING VOCATIONAL SCHOOL

Frequency	% of Attending School
13	14.9

TABLE B-5: LAST SCHOOL TERM'S ACADEMIC AVERAGE

	Frequency	%
A (80 - 100)	6	6.9
B (70 - 79)	35	40.2
C (60 - 69)	35	40.2
D (50 - 59)	9	10.3
E (0 - 49)	1	1.2
Not specified	1	1.2
Total	87	100.0

TABLE B-6: CHANGE IN ACADEMIC AVERAGE SINCE RECEIVING GENERAL WELFARE ASSISTANCE

	Frequency	%
Increase	24	27.6
No Change	53	60.9
Decrease	7	8.0
Not specified	3	3.4
Total	87	99.9

TABLE B-7: CHANGE IN SCHOOL ATTENDANCE SINCE RECEIVING GENERAL WELFARE ASSISTANCE

	Frequency	%
Increased Attendance	25	28.7
No Change	50	57.5
Decreased Attendance	9	10.3
Not specified	3	3.4
Total	87	99.9

TABLE B-8: WOULD TEENS ATTEND SCHOOL IF THEY WERE NOT RECEIVING GENERAL WELFARE ASSISTANCE?

	Frequency	%
Yes	43	49.4
No	30	34.5
Don't know	12	13.8
Not specified	2	2.3
Total	87	100.0

TABLE B-8a: WHAT TEENS THINK THEY WOULD DO IF THEY DID NOT ATTEND SCHOOL?

	Frequency	%
Work	28	93.3
Nothing	2	6.7
Total	30	100.0

TABLE B-9: REASON FOR ATTENDING SECONDARY SCHOOL (n=86)

	Frequency	% of Responses	% of Respondents
In order to proceed to post-secondary school	47	47.5	54.7
Obtain diploma	27	27.3	31.4
Obtain better employment	22	22.2	25.6
Can't find work	2	2.0	2.3
Friends attend school	1	1.0	1.2
Total	99	100.0	----

TABLE B-10: HOUSING STATUS

	Frequency	%
Renting	49	47.6
Living with Relatives	23	22.3
Lodging	18	17.5
Rooming	13	12.6
Total	103	100.0

TABLE B-11: LIVING WITH OTHER ADULTS

	Frequency	%
Yes	81	78.6
No	21	20.4
Not specified	1	1.0
Total	103	100.0

TABLE B-12: NUMBER OF MOVES SINCE RECEIVING GENERAL WELFARE ASSISTANCE

	Frequency	%
0	44	42.7
1	22	21.4
2	11	10.7
3	14	13.6
4	5	4.9
5+	5	4.9
Not specified	2	1.9
Total	103	100.1

TABLE B-13: REASONS FOR MOVING (n=55)

	Frequency	% of Responses	% of Respondents
Lack of Privacy	23	23.5	41.8
Not Enough Room	21	21.4	38.2
Poor Health Conditions	12	12.2	21.8
Landlord	11	11.2	20.0
Rent Too High	10	10.2	18.2
Neighbours	7	7.1	12.7
Noise	5	5.1	9.1
Roommate Moved	4	4.1	7.3
Lack of Transportation	2	2.0	3.6
Problems with Roommate	2	2.0	3.6
Rent Increase	1	1.0	1.8
Total	98	99.8	----

TABLE B-13a: TYPES OF HEALTH PROBLEMS CAUSING TEENS TO MOVE (n=11)

	Frequency	% of Responses	% of Respondents
Insects/Pests	8	42.1	72.7
Rundown Building	4	21.1	36.4
No Ventilation	3	15.8	27.3
No Heating	2	10.5	18.2
No Running Hot Water	2	10.5	18.2
Total	19	100.0	----

TABLE B-14: PROBLEMS WITH CURRENT ACCOMMODATION

	Frequency	%
Yes	34	33.0
No	69	67.0
Total	103	100.0

TABLE B-15: TYPES OF PROBLEMS WITH CURRENT ACCOMMODATION (n=34)

	Frequency	% of Responses	% of Respondents
Lack of Privacy	14	20.6	41.2
Rent Too High	14	20.6	41.2
Not Enough Living Space	11	16.2	32.4
Health Conditions	8	11.8	23.5
Landlords	8	11.8	23.5
Noise	8	11.8	23.5
Neighbours	3	4.4	8.8
Transportation	1	1.5	2.9
Problems with Roommate	1	1.5	2.9
Total	68	100.3	----

TABLE B-16: PRIVATE AMENITIES

	Frequency	%
Room to Study	84	81.6
Kitchen	28	27.2
Bathroom	26	25.2

TABLE B-17: SHARED AMENITIES

	Frequency	%
Kitchen	75	72.8
Bathroom	76	73.8

TABLE B-18: TYPE OF HOUSING

	Frequency	%
Privately Owned	24	23.3
Non-Profit	14	13.6
Hamilton Housing	13	12.6
Co-op	2	1.9
Y.W.C.A.	2	1.9
Rooming House	2	1.9
Not specified	46	44.7
Total	103	99.9

TABLE B-19: MONTHLY ALLOWANCE ADEQUACY

	Frequency	%
Adequate	19	18.4
Inadequate	79	76.7
Not specified	5	4.9
Total	103	100.0

TABLE B-20: PREVIOUSLY SEARCHED FOR EMPLOYMENT

	Frequency	%
Yes	92	89.3
No	11	10.7
Total	103	100.0

TABLE B-21: TYPE OF WORK LOOKED FOR (n=92)

	Frequency	% of Responses	% of Respondents
Full-time	34	23.4	37.0
Part-time	59	40.7	64.1
Summer	52	35.9	56.5
Total	145	100.0	----

TABLE 22: RECEIVED ASSISTANCE FROM FIELD WORKER IN FINDING EMPLOYMENT

	Frequency	%
Yes	30	32.6
No	60	65.2
Not specified	2	2.2
Total	92	100.0

TABLE B-23: RECEIVED ASSISTANCE FROM REGIONAL SOCIAL SERVICES IN FINDING EMPLOYMENT

	Frequency	%
Yes	11	36.7
No	18	60.0
Not specified	1	3.3
Total	30	100.0

TABLE B-24: HEALTH STATUS SINCE RECEIVING GENERAL WELFARE ASSISTANCE

	Frequency	%
Very Poor	3	2.9
Poor	14	13.6
Okay	45	43.7
Good	31	30.1
Very Good	10	9.7
Total	103	100.0

TABLE B-25: SCHOOL/WORK DIFFICULTIES AS A RESULT OF HEALTH PROBLEMS

	Frequency	%
Yes	18	17.5
No	85	82.5
Total	103	100.0

TABLE B-26: CHANGE IN HEALTH STATUS SINCE RECEIVING GENERAL WELFARE ASSISTANCE

	Frequency	%
Become Worse	15	14.7
No Change	80	78.4
Improved	7	6.9
Total	102	100.0

TABLE B-27: LAST VISIT TO PHYSICIAN

	Frequency	%
One Week	15	14.6
One Month	10	9.7
Two Months	17	16.5
More Than Two Months	60	58.3
Not specified	1	1.0
Total	103	100.1

TABLE B-28: TAKING PRESCRIBED MEDICATION

	Frequency	%
Yes	36	35.0
No	65	63.1
Not specified	2	1.9
Total	103	100.0

TABLE B-29: PROBLEMS WITH ALCOHOL OR DRUGS

	Frequency	%
Yes	4	3.9
No	96	93.2
Not specified	3	2.9
Total	103	100.0

TABLE B-30: HELP NEEDED SINCE RECEIVING GENERAL WELFARE ASSISTANCE TO OBTAIN ESSENTIAL ITEMS

	Frequency	%
Yes	76	73.8
No	26	25.2
Not specified	1	1.0
Total	103	100.0

TABLE B-31: TYPE OF ASSISTANCE RECEIVED (n=73)

	Frequency	% of Responses	% of Respondents
Money	47	35.6	64.4
Food	33	25.0	45.2
Clothing	30	22.7	41.1
None	10	7.6	13.7
Shelter	9	6.8	12.3
School Supplies	3	2.3	4.1
Total	132	100.0	----

TABLE B-31a: SOURCE OF ADDITIONAL ASSISTANCE (n=72)

	Frequency	% of Responses	% of Respondents
Family	36	40.9	50.0
Friends	27	30.7	37.5
Regional Social Services Field Worker	16	18.2	22.2
Landlady	2	2.3	2.8
St. Matthew's House	2	2.3	2.8
Children's Aid Society	1	1.1	1.4
Foster Parent	1	1.1	1.4
Guardian	1	1.1	1.4
Wesley Centre	1	1.1	1.4
Youth Employment Centre	1	1.1	1.4
Total	88	99.9	----

TABLE B-32: FAMILY LIVING IN HAMILTON AREA

	Frequency	%
Yes	92	89.3
No	11	10.7
Total	103	100.0

TABLE B-33: LAST CONTACT WITH FAMILY

	Frequency	%
1 - 7 days ago	56	54.4
8 - 14 days ago	14	13.6
15+ days ago	28	27.1
Not specified	5	4.9
Total	103	100.0

TABLE B-34: REASONS FOR LACK OF CONTACT WITH FAMILY (n=26)

	Frequency	% of Responses	% of Respondents
Don't Get Along	13	46.4	50.0
Family Live Out of Town	8	28.6	30.8
No Telephone	3	10.7	11.5
No Living Family Member	2	7.1	7.7
Unspecified	2	7.1	7.7
Total	28	99.9	----

TABLE B-35: CONTACTED SOCIAL WORKER/COUNSELLOR DURING PAST YEAR

	Frequency	%
Yes	44	42.7
No	57	55.4
Not specified	2	1.9
Total	103	100.0

TABLE B-36: SOCIAL WORKER'S/COUNSELLOR'S AGENCY (n=33)

	Frequency	% of Responses	% of Respondents
Secondary School	11	31.4	33.3
Ministry of Community and Social Services	4	11.4	12.1
Adolescent Community Care	3	8.6	9.1
Catholic Children's Aid Society	3	8.6	9.1
Canada Employment Commission	2	5.7	6.1
Chedoke Child and Family Services	2	5.7	6.1
Child and Adolescent Services	2	5.7	6.1
Children's Aid Society	2	5.7	6.1
Youth Employment Centre	2	5.7	6.1
Burlington Family Social Services	1	2.9	3.0
Drug Assessment Services	1	2.9	3.0
John Howard Society	1	2.9	3.0
St. Joseph's Community Psychiatry	1	2.9	3.0
Total	35	100.1	----

TABLE B-37: CURRENT PROBLEMS (n=99)

	Frequency	% of Responses	% of Respondents
Lack of Money	69	25.4	69.7
Inadequate Education	38	14.0	38.4
Lack of Employment	31	11.4	31.3
Need Dental Work	29	10.7	29.3
Lack of Affordable Housing	22	8.1	22.2
Lack of Transportation	17	6.3	17.2
Eye Care Needed	16	5.9	16.2
None	10	3.7	10.1
Need To See Doctor	9	3.3	9.1
Lack of Friends	9	3.3	9.1
Nothing To Do In Spare Time	9	3.3	9.1
Lack of Knowledge Of Community/ Social Services	4	1.5	4.0
Legal Help	3	1.1	3.0
Counselling	3	1.1	3.0
Clothing	2	0.7	2.0
School Supplies	1	0.4	1.0
Total	272	100.2	----

TABLE B-38: LAST CONTACT WITH FIELD WORKER

	Frequency	%
Less than 1 month ago	16	15.5
1 month ago	39	37.9
2 months ago	20	19.4
3 months ago	14	13.6
4 - 6 months ago	6	5.8
7 - 9 months ago	1	1.0
10 - 12 months ago	1	1.0
No contact	2	1.9
Not specified	4	3.9
Total	103	100.0

TABLE B-39: INFORMED OF FIELD WORKER'S VISITS

	Frequency	%
Always	38	36.9
Usually	22	21.4
Sometimes	16	15.5
Never	18	17.5
Worker Never Visited	6	5.8
Not Specified	3	2.9
Total	103	100.0

TABLE B-40: OCCURANCE OF MISSED APPOINTMENT DUE TO WORKER'S ABSENCE

	Frequency	%
Occurred	17	17.5
Never Occurred	76	78.4
Not Specified	4	4.1
Total	97	100.0

TABLE B-41: INFORMED WORKER WOULD MISS APPOINTMENT

	Frequency	%
Yes	5	29.4
No	12	70.6
Total	17	100.0

TABLE B-42: REFERRED TO ANOTHER AGENCY BY WORKER

	Frequency	%
Yes	13	12.6
No	85	82.5
Not specified	5	4.9
Total	103	100.0

TABLE B-43: AGENCIES REFERRALS MADE TO

	Frequency	%
Student Summer Employment	5	38.5
Adolescent Community Care	2	15.4
Canada Employment Centre	1	7.7
Child and Adolescent Service	1	7.7
Vocational Rehabilitation Service	1	7.7
Not Sure	2	15.4
Not specified	1	7.7
Total	13	100.1

TABLE B-44: VISITED AGENCIES REFERRED TO

	Frequency	%
Yes	7	53.8
No	5	38.5
Not specified	1	7.7
Total	13	100.0

TABLE B-45: AGENCIES ACTUALLY VISITED (n=7)

	Frequency	% of Responses	% of Respondents
Student Summer Employment	3	33.3	42.9
Adolescent Community Care	2	22.2	28.6
Canada Employment Centre	1	11.1	14.3
Child and Adolescent Services	1	11.1	14.3
Grace Haven	1	11.1	14.3
Vocational Rehabilitatiion Services	1	11.1	14.3
Total	9	99.9	----

TABLE B-46: WORKER/TEEN RELATIONSHIP (n=99)

	Frequency	% of Respondents
Worker Listens To Problems	82	82.8
Worker Explains Rights	76	76.8
Worker Helps With Problems	61	61.7
Worker Finds Other Community Resources When Cannot Personally Help With Problem	40	40.4
Can Talk Freely With Worker	53	53.5
Worker Explains Activities That Make Client Ineligible	50	50.5
Worker Trusted	64	64.6

TABLE B-47: INFORMATION PROVIDED BY WORKERS CONCERNING:

	Frequency	% of Respondents
Employment	48	46.6
Educational Opportunities	22	21.4
Counselling	17	16.5
Health Services	17	16.5
Community Services	16	15.5
Dental Services	15	14.6
Budgeting	11	10.7
Personal Problems	8	7.8
Memorial Bursaries	8	7.8
Life Skills	6	5.8
Affordable Housing	4	3.9
Legal Services	3	2.9
Better Quality Housing	1	1.0

TABLE B-48: INFORMATION/ASSISTANCE WANTED FROM WORKERS (n=101)

	Frequency	% of Respondents
Information About Employment	40	39.6
Information About Affordable Housing	28	27.7
Help with Budgeting	27	26.7
Information About Regional Social Services	27	26.7
Information About Educational Programmes	26	25.7
Information About Health Services	20	19.8
No Help Needed	16	15.8
Help With Personal Problems	14	13.9
Information About Legal Services	14	13.9
Information About Community Services	12	11.9
More Calls/Visits	11	10.9
Information About Counselling Services	9	8.9
Fewer Calls/Visits	3	3.0

TABLE B-49: SEEN PAMPHLET "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN"

	Frequency	%
Yes	17	16.5
No	67	67.1
Don't Know	16	15.5
Not specified	3	2.9
Total	103	100.0

TABLE B-50: RECEIVED COPY OF "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN"

	Frequency	%
Yes	13	76.5
No	4	23.5
Total	17	100.0

TABLE B-51: USED ANY SERVICES LISTED IN "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET

	Frequency	%
Yes	9	52.9
No	8	47.1
Total	17	100.0

TABLE B-52: SERVICES USED (n=9)

	Frequency	% of Responses	% of Respondents
Regional Social Services	7	50.0	77.8
Emergency Services	3	21.4	33.3
Counselling	2	14.3	22.2
Family Planning	2	14.3	22.2
Total	14	100.0	----

TABLE B-53: ADDITIONAL INFORMATION THAT SHOULD BE INCLUDED IN "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET

Going To Post-Secondary School

Legal Responsibilities

Obtaining Baby Needs

Business Hours of Agencies Listed

TABLE B-54: CHANGES TO IMPROVE WELFARE SYSTEM (n=80)

	Frequency	% of Responses	% of Respondents
More Money (general)	27	26.2	33.8
Money For Clothing	12	11.7	15.0
Money For School Supplies	10	9.7	12.5
Money For Food	8	7.8	10.0
More Helpful/Understanding Workers	8	7.8	10.0
No Changes Should Be Made	7	6.8	8.8
Money For Transportation	6	5.8	8.0
Cheques Twice A Month	4	3.9	5.0
Provide Information About Affordable Housing	4	3.9	5.0
Money For Recreation	3	2.9	3.4
More Counselling	2	1.9	2.5
Keep Surplus Money Made Working Part-time	2	1.9	2.5
Subsidized Housing For Singles	2	1.9	2.5
More Worker Visits	2	1.9	2.5
Provide First and Last Months' Rent	2	1.9	2.5
Drug Plan To Cover Vitamins/ Medication During Pregnancy	1	1.0	1.3
Pay Dental Bills	1	1.0	1.3
Inform Students Of Rights	1	1.0	1.3
Opportunity To Change Worker If Have Valid Reason	1	1.0	1.3
Total	103	100.0	----

TABLE B-55: SPECIFIC CHANGES TO REDUCE SOCIAL ASSISTANCE CASELOAD

	Frequency	%
Provide Employment	31	73.8
Complete School	8	19.0
Go Onto Post-Secondary School	2	4.8
More Money To Improve Health	1	2.4
Total	42	100.0

TABLE B-56: SEX

	Frequency	%
Male	50	48.5
Female	53	51.5
Total	103	100.0

TABLE B-57: YEAR OF BIRTH

	Frequency	%
1963	1	1.0
1965	1	1.0
1966	10	9.7
1967	28	27.2
1968	33	32.0
1969	23	22.3
1970	7	6.8
Total	103	100.0

TABLE B-58: LOCATION OF RESIDENCE

	Frequency	%
Dundas	1	1.0
Stoney Creek	5	4.9
West of James	23	22.3
East of James/West of Emerald	18	17.5
East of Emerald/West of Lottridge	19	18.4
East of Lottridge/West of Cochrane/Strathearne	15	14.6
East of Cochrane/Strathearne to Gray's Road	10	9.7
Hamilton Mountain	8	7.8
Outside Hamilton-Wentworth	1	1.0
Not specified	3	2.9
Total	103	100.0

FIGURE BT-1: SOCIAL SERVICES DEPARTMENT OF THE REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH TEAM BOUNDARIES

Team #1 From James Street to the western limits; Dundas, Ancaster, Flamborough
Team #2 Including James Street to including Emerald Street
Team #3 From Emerald Street to including Lottridge
Team #4 From Lottridge to including Strathearne and Cochrane Road
Team #5 From Strathearne and Cochrane up to Gray's Road
Team #6 All of the Mountain to the Regional boundaries and West to Horning Road plus Gray's Road below escarpment to easterly limits

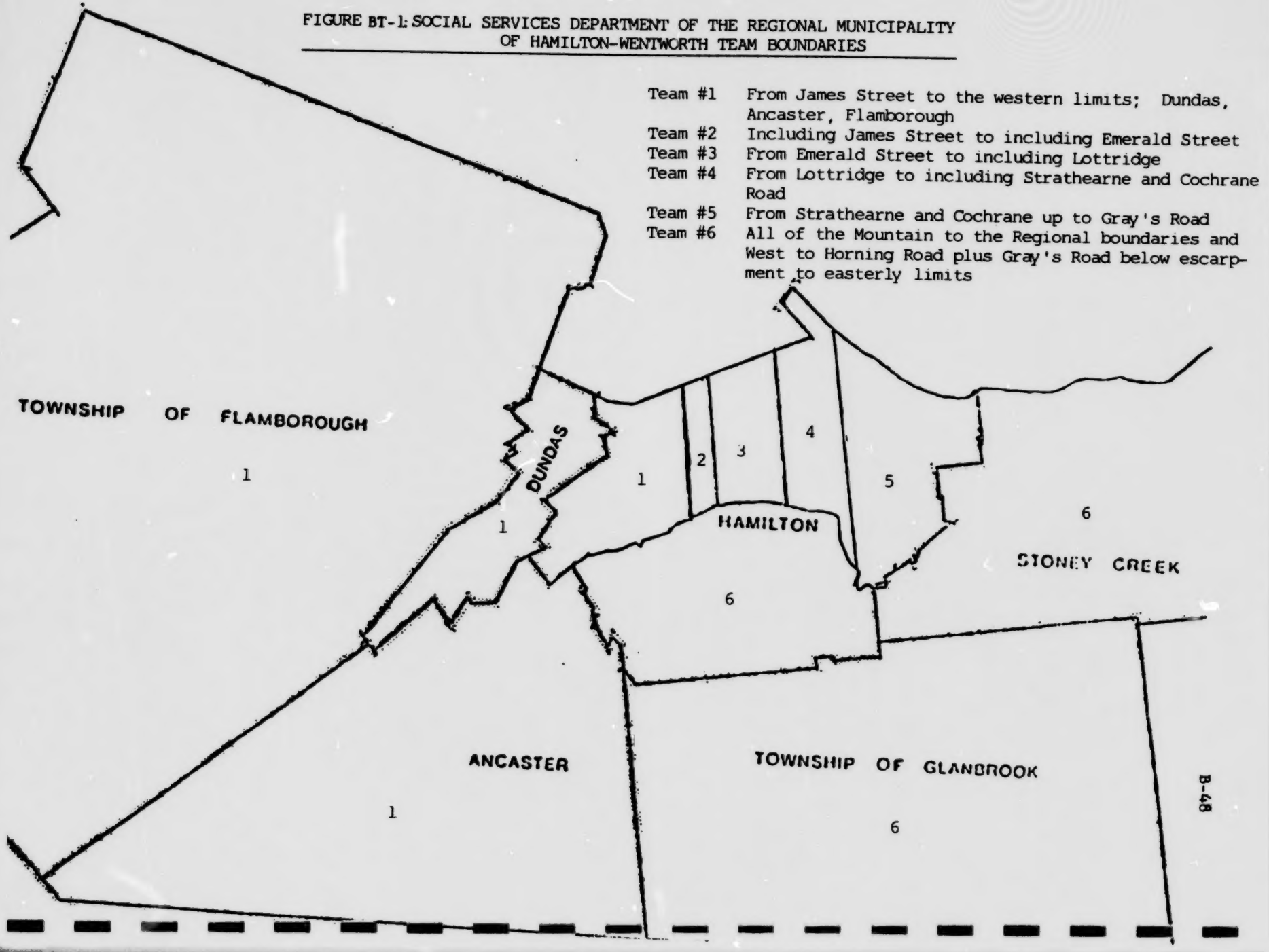


TABLE BT-1: LAST CONTACT WITH FIELD WORKER BY TEAM*

	TEAM							
	A (%)	B (%)	C (%)	D (%)	E (%)	F (%)	Not Specified (%)	Total (%)
Less than 1 month ago	(20.8)	(16.7)	(5.3)	(13.3)	(20.0)	(7.7)	(50.0)	16 (15.5)
1 month ago	(37.5)	(27.8)	(31.6)	(46.7)	(30.0)	(69.2)	--	39 (37.9)
2 months ago	(20.8)	(33.3)	(26.3)	(6.7)	(20.0)	(7.7)	--	20 (19.4)
3 months ago	(8.3)	(11.1)	(10.5)	(26.7)	(20.0)	(7.1)	(25.0)	14 (13.6)
4-6 months ago	(8.3)	--	(5.3)	(6.7)	--	(7.7)	(25.0)	6 (5.8)
7-9 months ago	--	--	(5.3)	--	--	--	--	1 (1.0)
10-12 months ago	--	--	--	--	(10.0)	--	--	1 (1.0)
No contact	--	--	(10.5)	--	--	--	--	2 (1.9)
Not specified	(4.2)	(11.1)	(5.3)	--	--	--	--	4 (3.9)
Total	(99.9)	(100.0)	(100.1)	(100.1)	(100.0)	(100.0)	(100.0)	103(100.0)

* Teams presented in random order to provide worker confidentiality.

TABLE BT-2: INFORMED OF FIELD WORKERS' VISITS BY TEAM

	A (%)	B (%)	C (%)	D (%)	E (%)	F (%)	Not Specified (%)	Total (%)
Always	(27.8)	(31.2)	(57.1)	(20.0)	(50.0)	(43.5)	(50.0)	38 (39.2)
Usually	(22.2)	(37.5)	(7.1)	(20.0)	(25.0)	(26.1)	--	22 (22.7)
Sometimes	(22.2)	--	(21.4)	(20.0)	(25.0)	(17.4)	--	16 (16.5)
Never	(16.7)	(31.2)	(14.3)	(40.0)	--	(8.7)	(50.0)	18 (18.6)
Not specified	(11.1)	--	--	--	--	(4.3)	--	3 (3.1)
Total	(100.0)	(99.9)	(99.9)	(100.0)	(100.0)	(100.0)	(100.0)	97 (100.1)

TABLE BT-3: REFERRED TO ANOTHER AGENCY BY TEAM

	A (%)	B (%)	C (%)	D (%)	E (%)	F (%)	Not Specified (%)	Total (%)
Yes	(5.3)	(20.0)	(40.0)	(15.4)	(12.5)	--	--	13 (12.6)
No	(94.7)	(80.0)	(60.0)	(84.6)	(79.2)	(88.9)	(75.0)	85 (82.5)
Not specified	--	--	--	--	(8.3)	(11.1)	(25.0)	5 (4.9)
Total	(100.0)	(100.0)	(100.0)	(100.0)	(100.0)	(100.0)	(100.0)	103(100.0)

TABLE BT-4: WORKER/TEEN RELATIONSHIP BY TEAM

TEAM (POSITIVE RESPONSES/N)

	A	B	C	D	E	F	Total(n=94)
Worker Listens to Problems	(85.7)	(100.0)	(83.3)	(78.3)	(88.9)	(70.6)	78 (82.1)
Worker Explains Rights	(85.7)	(80.0)	(83.3)	(86.9)	(83.3)	(58.8)	75 (78.9)
Worker Helps With Problems	(71.4)	(70.0)	(66.7)	(69.6)	(72.2)	(3.53)	60 (63.2)
Worker Finds Community Resources To Help With Problems	(57.1)	(50.0)	(50.0)	(47.8)	(38.9)	(17.6)	40 (42.1)
Can Talk Freely With Worker	(35.7)	(50.0)	(83.3)	(56.5)	(61.1)	(52.9)	53 (55.8)
Worker Explains Ineligibility Critereon	(50.0)	(40.0)	(58.3)	(47.8)	(50.0)	(58.8)	48 (50.5)
Worker Trusted	(71.4)	(50.0)	(66.7)	(73.4)	(72.2)	(58.8)	63 (66.3)
Percentage of Positive Responses	(65.3)	(62.9)	(70.2)	(65.7)	(66.7)	(50.6)	59.5 (62.7)
Rank	4	5	1	3	2	6	

TABLE BT-5: INFORMATION PROVIDED BY WORKERS BY TEAM

TEAM (POSITIVE RESPONSE/N)

	A	B	C	D	E	F	Total(n=94)
Employment	(65.2)	(50.0)	(23.5)	(57.1)	(30.0)	(59.3)	46 (48.9)
Educational Opportunties	(21.7)	(22.2)	(17.6)	(21.4)	(30.0)	(33.3)	22 (23.4)
Counselling	(26.1)	(22.2)	(5.9)	(7.1)	(20.0)	(25.0)	17 (18.1)
Health Services	(30.4)	(5.6)	(11.8)	(14.3)	(20.0)	(25.0)	17 (18.1)
Community Services	(30.4)	(5.6)	(5.9)	(21.4)	(20.0)	(16.7)	16 (17.0)
Dental Services	(30.4)	(16.7)	(5.4)	--	(20.0)	(16.7)	15 (16.0)
Budgeting	(26.1)	(11.1)	(5.9)	(7.1)	--	(8.3)	11 (11.7)
Personal Problems	(17.4)	(5.6)	--	(7.1)	(20.0)	--	8 (8.5)
Memorial Bursaries	(8.7)	(11.1)	(17.6)	--	--	(8.3)	8 (8.5)
Life Skills	(17.4)	--	(5.9)	--	--	(8.3)	6 (6.4)
Housing	(13.0)	(5.6)	(5.9)	--	--	--	5 (5.3)
Legal Services	(4.3)	--	--	--	--	(16.7)	3 (3.2)
Percentage of Positive Responses	(24.3)	(13.0)	(8.8)	(11.3)	(13.0)	(18.1)	14.5 (15.4)
Rank	1	3	6	5	3	2	

TABLE BT-6: SCHOOL ATTENDANCE VS. LENGTH OF TIME RECEIVING G.W.A.

	Less than One Month (%)	1 - 3 Months (%)	4 - 6 Months (%)	7 - 9 Months (%)	10 - 12 Months (%)	12+ Months (%)	Total (%)
Increased	3 (50.0)	8 (38.1)	2 (18.2)	3 (27.3)	2 (20.0)	7 (29.2)	25 (30.1)
No Change	3 (50.0)	12 (57.1)	9 (81.8)	4 (36.4)	8 (80.0)	13 (54.2)	49 (59.9)
Decreased	0 (0.0)	1 (4.8)	0 (0.0)	4 (36.4)	0 (0.0)	4 (16.7)	9 (10.8)
Total	6 (100.0)	21 (100.0)	11 (100.0)	11 (100.0)	10 (100.0)	24 (100.1)	83 (99.9)

TABLE BT-7: NUMBER OF TIMES MOVED SINCE RECEIVING G.W.A. VS. LENGTH OF TIME RECEIVING G.W.A.

	Less than One Month (%)	1 - 3 Months (%)	4 - 6 Months (%)	7 - 9 Months (%)	10 - 12 Months (%)	12+ Months (%)	Total (%)
0	6 (85.7)	22 (78.6)	5 (38.5)	4 (36.4)	3 (25.0)	4 (13.8)	44 (44.0)
(%)	(13.6)	(50.0)	(11.4)	(9.1)	(6.8)	(9.1)	(100.0)
1	1 (14.3)	4 (14.3)	4 (30.8)	2 (18.2)	5 (41.7)	6 (20.7)	22 (22.0)
(%)	(4.5)	(18.2)	(18.2)	(9.1)	(22.7)	(27.3)	(100.0)
2	--	--	2 (15.4)	2 (18.2)	2 (16.7)	5 (17.2)	11 (11.0)
(%)	--	--	(18.2)	(18.2)	(18.2)	(45.5)	(100.1)
3	--	1 (3.6)	2 (15.4)	1 (9.1)	1 (8.3)	9 (31.0)	14 (14.0)
(%)	--	(7.1)	(14.3)	(7.1)	(7.1)	(64.3)	(99.9)
4	--	1 (3.6)	--	1 (9.1)	1 (8.3)	2 (6.9)	5 (5.0)
(%)	--	(20.0)	--	(20.0)	(20.0)	(40.0)	(100.0)
5+	--	--	--	1 (9.1)	--	3 (10.3)	4 (4.0)
(%)	--	--	--	(25.0)	--	(75.0)	(100.0)
Total	7 (100.0)	28 (100.1)	13 (100.1)	11 (100.1)	12 (100.0)	29 (99.9)	100
(%)	(7.0)	(28.0)	(13.0)	(11.0)	(12.0)	(29.0)	

TABLE BT-8: CHANGE IN HEALTH VS. LENGTH OF TIME RECEIVING G.W.A.

	Less than One Month (%)	1 - 3 Months (%)	4 - 6 Months (%)	7 - 9 Months (%)	10 - 12 Months (%)	12+ Months (%)	Total (%)
Worsened	2 (33.3)	6 (20.7)	2 (14.3)	2 (18.2)	0 (0.0)	3 (10.3)	15 (14.9)
(%)	(13.3)	(40.0)	(13.3)	(13.3)	(0.0)	(20.0)	(99.9)
No Change	4 (66.7)	21 (72.4)	10 (71.4)	8 (72.8)	12 (100.0)	25 (86.2)	80 (79.2)
(%)	(5.0)	(26.25)	(12.5)	(10.0)	(15.0)	(31.25)	(100.0)
Improved	0 (0.0)	2 (6.9)	2 (14.3)	1 (9.1)	0 (0.0)	1 (3.4)	6 (5.9)
(%)	(0.0)	(33.3)	(33.3)	(16.7)	(0.0)	(16.7)	(100.0)
Total	6 (100.0)	29 (100.0)	14 (100.0)	11 (100.1)	12 (100.0)	29 (99.9)	101(100.0)
(%)	(5.9)	(28.7)	(13.9)	(10.9)	(11.9)	(28.7)	(100.0)

TABLE BT-9: REQUIRED ASSISTANCE FOR ESSENTIAL ITEMS VS. LENGTH OF TIME ON G.W.A.

	Less than One Month (%)	1 - 3 Months (%)	4 - 6 Months (%)	7 - 9 Months (%)	10 - 12 Months (%)	12+ Months (%)	Total (%)
Yes	4 (57.1)	19 (65.5)	12 (85.7)	6 (54.5)	11 (91.7)	23 (82.1)	75 (74.3)
No	3 (42.9)	10 (34.5)	2 (14.3)	5 (45.5)	1 (8.3)	5 (17.9)	26 (25.7)
Total	7 (100.0)	29 (100.0)	14 (100.0)	11 (100.0)	12 (100.0)	28 (100.0)	10(100.0)

vi) Comments

1. Welfare can be very well and very good but I wish to be given more money to live on.

2. I think that the welfare workers are trying to do a good job but are understaffed for the amount of people they are forced to deal with. My biggest problem is affordable housing. If I get a place that is cheaper than Welfare, (Regional Social Services) cuts my cheque back so that I am still having the same amount left after paying rent to buy food and clothes. So there isn't much sense in looking for a cheaper place.

3. I'm glad people are interested in helping us (teenages receiving G.W.A) and I hope (they) realize that not all people on Welfare are drug addicts, alcoholics and no-ambition slobs. Some of us, like myself, are on welfare to escape those problems and to further myself (by going to) college.

4. I would like to have a clothing allowance.

5. If you can find yourself part-time work, you should be permitted to keep (all) the money considering you found yourself the job and could improve your living standard with the money.

6. (I could use) a bit of extra money in the middle of the month.

7. Could you live off $50.00 a month?

8. (I'd like) a bit more money for fun because all my money goes toward bills.

9. (I'd like) more money because I pay $200.00 for rent and $22.00 for a bus pass and that leaves me $50.00 for the month which lasts me about a week and a half and the rest of the time I'm broke so I can't do nothing but sit at home.

10. Make sure everyone (receiving G.W.A.) gets enough money to last them for the month and their worker helps them with different problems.

11. I only have (enough) assistance for food and shelter. No money for clothes or transportation.

12. Make sure a person has enough money to get by on eg. clothes, enjoyment.

13. Welfare should help us (recipients) with first and last month rent.

14. With working part-time and receiving welfare, I am scraping by.

15. More money for school supplies and entertainment or less taken off monthly earnings.

16. I am 17 years of age and finishing my education. I hope to be able to afford to get off welfare as soon as possible.

17. Make sure that workers don't rub in the fact that a tremendous favour is being done for the people who receive Welfare. Everyone has difficulties in life.

18. A great number of young people are not eligible for assistance because of reasons such as: No permanent address, parents unwilling to sign for them. This should be looked into. Many of these people are in real need of such help and get turned away only to find themselves on the streets. This is a serious matter which in most cases doesn't have to happen and could be avoided.

19. Provide an incentive to work by providing information about employment and not deducting such a high percentage.

20. Make exceptions for certain cases and give a little more. The Welfare (department) has only once included money for (a) bus pass in my cheque and I have to phone them every month for it. Sometimes I have to pick it up but sometimes they say I can't and I have to wait for them to mail it.

21. They should have more understanding workers, and more informative ones.

22. (I need) more money. I am getting $250.00 a month and paying $200.00 room and board which leaves me with only $50.00 spending money which does not last the month.

23. Me and other students (need) more money.

24. I think we (student welfare recipients) should get last month's rent if needed - more money for needs - more support. How can you expect someone to live on $144.00 (a month) after I pay my rent.

25. I hope these (answers) help other teens on welfare live better and be able to buy the right food and clothing for life.

26. I'd like them (welfare workers) to try and understand us more. I'd like them to supply us with a little more information about the welfare operation, itself.

27. I have just moved to this area and have very few clothes. Welfare is supplying me with $225.00 a month. $160.00 goes to my room and board. I have nothing left to buy clothes.

28. Teens should be informed of welfare help, what are our rights. We should be allowed to have college education with (financial) help.

29. I think they should give students on welfare more money because we have to pay for books, bus fares, day trips, etc.

30. (I need) just a little more money.

31. What is going to be done? If nothing, why all these questions?

32. I would provide more counselling for students and more housing projects.

33. I would set up something where teens could work in a restaurant for experience or student counselling in schools ...

34. I believe that the system seems to give teenagers a hard time when they need social help, therefore, workers should try to reassure and help; not scare teens. I have found that getting social help is rather difficult basically because social workers tell teenagers that returning to their homes would be the easiest thing to do, but the fact is that some teenagers really don't have a home to return to even if they do have a family.

35. I would like to know why it is so hard for a teenager of 18 to get a good paying job? Or why there has to be a fixed amount for a teenager living at home?

36. (I'd like) more friendly service (from workers) and more reasonable cheques.

37. A little more time spent with the younger generation, so that they do not depend on welfare cheques for the rest of time.

38. I find the Welfare Act to be substantial but there are just as (many) other situations in life for progression. Things for young students as myself should not have to be so rough! There must be a better way.

39. Initially I have a very good welfare worker, then I received a new one - I have never met him.

40. Try to get more money for clothes and food. Once the rent is paid (there is) not much left.

41. Make it easier for students to get welfare who are interested in finishing school and also encourage them to finish school.

42. I think my worker should keep in touch with me and give me advice.

43. I would allow first and last months' rent so they (teens) could get an apartment, also more money for food so they wouldn't have to live on Kraft Macaroni and Cheese. I would help them to look for affordable places to live.

44. I must admit the welfare system seems too loose. I know of people who are on assistance and should be working but I also know of people who need assistance and have been refused. I honestly don't know how or if the system can be corrected.

45. Divide the check instead of getting all of it at the end of the month, get half during the middle of the month. It's hard to make the whole check last.

46. Dental coverage should not be limited to emergencies only. (More) drug benefits, some necessary prescribed medicines are not covered by welfare.

47. This questionnaire may be biased because I don't like my worker. He has given me nothing but hassles and he doesn't seem to care about anyone.

48. More information given out, also money (provided) needs to be improved.

49. ... The social workers must do more visits or phone (calls) during special times such as beginning of school, winter, Christmas, etc. because I need extra help at those times.

50. I would slightly increase the amount of the cheque in order for students to buy necessities and clothing.

51. More cash - first and last (month rent) for new apartment - Back to school adjustment.

52. I am thankful for welfare so I have a roof over my head but we (teens) all need more money to pay our bills and get our food.

53. Welfare worker should pay more attention to the teens' living.

54. Distribute two cheques a month every two weeks, instead of one big one each month.

APPENDIX C - SOCIAL SERVICE PROVIDERS/SECONDARY SCHOOLS

i) Covering Letter

ii) Questionnaire

iii) Discussion

iv) Tables

v) Comments

vi) Respondents

The Social Planning & Research Council of Hamilton and District
155 James St. S., Suite 602, Hamilton, Ont. L8P 3A4 Telephone: 522-1148

i) Covering Letter

September 8, 1986

Dear Sir/Madam:

The Social Planning and Research Council of Hamilton and District is currently investigating the unmet need of teenagers receiving General Welfare Assistance (G.W.A.) in the Region. This research is being done in co-operation with the Hamilton-Wentworth Regional Social Services Department. Enclosed is a very brief information questionnaire we would greatly appreciate either yourself or a member of your agency/school complete and return in the accompanying pre-paid envelope by Friday, September 26, 1986.

If you have any questions or require clarification, please feel free to contact me at 522-1148. Thank you for your time and assistance with this project.

Sincerely,

Rick Csiernik, B.Sc., M.S.W.
Research Associate

Encl.
RC/ce

ii) Questionnaire

INFORMATION QUESTIONNAIRE

1. Agency/School Name: _____
(If High School, please go to Question 6)

2. Do you have specific programmes for teenagers?
( ) Yes
( ) No (If No, please go to Question 4)

3. Do you have specific programmes for teenagers receiving General Welfare Assistance (G.W.A.)?
( ) Yes
( ) No

4. What type of services do you provide (please check all that apply)?
( ) counselling
( ) education
( ) emergency food/clothing
( ) health care
( ) housing
( ) legal/advocacy
( ) mental health
( ) recreation
( ) other (please specify) _____

5. Do you have:

Specific Programmes for Teens	Specific Programme for Teens Receiving G.W.A.	
( )	( )	counselling
( )	( )	education
( )	( )	emergency food/ clothing
( )	( )	health care
( )	( )	housing
( )	( )	legal/advocacy
( )	( )	mental health
( )	( )	recreation
( )	( )	other (please specify) _____

6. How many teens receiving G.W.A. did your agency/school serve?

Year	Number	Is number ([exact] or [approximate])	Statistics unavailable	Statistics not kept
1984	_____	([ ] [ ])	[ ]	[ ]
1985	_____	([ ] [ ])	[ ]	[ ]
1986	_____	([ ] [ ])	[ ]	[ ]

7. In the past, have you had contact with G.W.A. workers?
( ) Yes
( ) No (If No, please go to Question 11)

8. In the past, have you had contact with G.W.A. "Teen" Workers?
   ( ) Yes
   ( ) No

9. In the past, have you had contact with G.W.A. workers who have only teen caseloads?
   ( ) Yes
   ( ) No (If No, please go to Question 11)

10. Since September 1985, has your agency/school's contact with Teen Workers or with G.W.A. workers with exclusively teen caseloads:
   ( ) increased
   ( ) stayed the same
   ( ) decreased

11. Have you seen the yellow G.W.A. pamphlet entitled "16 - 19 Years Old in Hamilton-Wentworth - On Their Own"?
   ( ) Yes
   ( ) No (If No, please go to Question 15)

12. Do you have copies of the pamphlet in your agency/school?
   ( ) Yes
   ( ) No (If No, please go to Question 15)

13. Do you distribute copies of the pamphlet to teens?
   ( ) Yes
   ( ) No

14. Is there other information that should be included in the pamphlet?
   ( ) Yes → What information should be added?
   ( ) No

15. What do you see as the unmet needs of teens receiving G.W.A. in Hamilton-Wentworth? _____

16. What could Regional Social Services do to better meet the needs of teens receiving G.W.A.? _____

17. How would you rate the effectiveness of the "Teen" Worker approach as it has been implemented by Regional Social Services:
    ( ) excellent
    ( ) good
    ( ) fair
    ( ) poor
    ( ) not enough knowledge of approach to adequately assess it

18. Additional Comments: _____
    _____
    _____
    _____
    _____

THANK YOU FOR YOUR ASSISTANCE

Please return the completed information questionnaire in the enclosed pre-paid envelope by September 26, 1986.

If you have any questions, please contact Rick Csiernik at Social Planning and Research Council, 522-1148.

iii) Discussion

a) Providers and Their Services

Of the thirty-two organizations responding to the questionnaire, seventeen (53.1%) were social service agencies and fifteen (46.9%) were secondary schools (Table C-1). Eleven (64.7%) of the social service agenices provided specific programmes for teens, seven (63.9%) of which had specific programmes for teen welfare recipients (Tables C2 and C-3).

A wide variety of services were provided in general, for teens and for teen welfare recipients. All seventeen (100.0%) agencies provided counselling services, nine (52.9%) for teens, five (29.4%) for teen G.W.A. recipients (Tables C-4 and C-5). The most common servcies for teen G.W.A. recipients other than counselling were employment-related - 4 (23.5%), recreation - 4 (23.5%), housing - 3 (17.6%), and mental health - 3 (17.6%) (Table C-5b).

b) Caseload

Six (18.7%) of the organizations contacted kept statistics on their caseload in 1984. By 1986, the number had doubled to 12 (37.6%) (Table C-6a). However, over 60 percent of respondents could not report on the number of teens receiving G.W.A. that they had assisted.

The majority of organizations that reported caseload levels for 1986, eight (66.7%) assisted twenty-five or fewer teens. One (8.3%) agency reported aiding 51 - 100 in 1986, one (8.3%) 100 - 500 and two (16.7%) served over 500 teen welfare recipients in 1986.

c) Regional Social Services

Twenty-nine (90.6%) agencies reported having past contact with Regional Social Service Workers, seventeen (58.6%) with Teen-Workers and thirteen (44.8%) with Regional Social Service Workers who had exclusive teen caseloads (Tables C-7 - C-9). Of the thirteen who responded that they had dealt with workers with exclusive teen caseloads, nine (69.2%) reported an increase in contacts, three (23.1%) reported no change and one (7.7%) reported a decrease (Table C-10).

Twenty (62.5%) of the organizations had seen the "16 - 19 Years Old in Hamilton-Wentworth - On Their Own" pamphlet, while seventeen (85.0%) of those had copies on hand. Fifteen (88.2%) of the seventeen distributed the pamphlet to teens (Tables C-11 - C-13). Five additions were suggested for the pamphlet, the suicide hot line phone number, casual labour office address, and information about Y.W.C.A. housing, Project First Step and any young mothers' support groups that exist in the community (Table C-14).

Eighteen (56.3%) organizations felt they were unable to assess the effectiveness of the "Teen-Worker Approach" as adopted by Regional Social Services. Of the nine who did rate the programme's effectiveness, three (33.3%) stated it was excellent, five (55.6%) good, one (11.1%) fair and none (0.0%) poor (Table C-17). Ten different suggestions were offered as improvements to the way Regional Social Serivces provides services to teenaged recipients. They included better use of community resources, even closer relationships with secondary schools, providing or advocating for more housing and smaller caseloads so more case management could be carried out (Table C-16).

d) Community Needs

The most frequent response to the question of unmet needs in the community for teenage G.W.A. recipients was adequate housing - 13 (40.6%). This reply was followed by increased support/counselling - 6 (18.8%), assistance with budgeting - 4 (12.5%), more employment/training opportunities - 4 (12.5%) and increased financial assistance - 4 (12.5%) (Table C-15).

e) Summary

Thirty-two organizations participated in the 1986 agency survey, seventeen social service agencies and fifteen secondary schools. Eleven agencies had programmes specifically aimed at teens and seven of those agenices had services for teens receiving G.W.A.. The most common services provided were counselling, employment-related, recreation, housing and mental health.

While 90 percent of agencies had previous contact with Regional Social Service Workers, only seventeen (53.1%) identified them as Teen-Workers and thirteen (40.6%) as having exclusively teen caseloads. Twenty agencies had seen the Teen pamphlet, seventeen having copies and fifteen actually distributing them.

The "Teen-Worker" approach was given a favourable evaluation by those agency personnel who knew it well enough to judge. The overall impression was that more contact had been made with the various organizations since the programme's implementation. However, even more communication with school and social service providers was felt to be necessary.

Agencies reported that the greatest unmet community needs for teen welfare recipients were adequate counselling especially involving budgeting, increased support, and the provision of more financial assistance to recipients.

iv) Tables

TABLE C-1: RESPONDENTS

	Frequency	%
Secondary School	15	46.9
Social Agency	17	53.1
Total	32	100.0

TABLE C-2: PROVISION OF SPECIFIC PROGRAMMES FOR TEENS

	Frequency	%
Yes	11	64.7
No	6	35.3
Total	17	100.0

TABLE C-3: SPECIFIC PROGRAMMES FOR TEEN GENERAL WELFARE ASSISTANCE RECIPIENTS

	Frequency	%
Yes	7	63.6
No	4	36.4
Total	11	100.0

TABLE C-4: SERVICES PROVIDED (n=17)

	Frequency	% of Respondents
Counselling	17	100.0
Education	9	52.9
Mental Health	8	47.1
Health Care	6	35.3
Recreation	6	35.3
Housing	5	29.4
Emergency Food/Clothing	5	29.4
Employment-Related	4	23.5
Legal/Advocacy	3	17.6
Life Skills	2	11.8
Total	65	--

TABLE C-5a: SERVICES PROVIDED EXCLUSIVELY FOR TEENS (n=11)

	Frequency	% of Respondents
Counselling	9	81.8
Mental Health	5	45.5
Recreation	5	45.5
Education	4	36.4
Health Care	4	36.4
Housing	4	36.4
Emergency Food/Clothing	3	27.3
Legal/Advocacy	2	18.2
Employment-Related	2	18.2
Life Skills	1	9.1
Total	39	--

TABLE C-5b: SERVICES PROVIDED EXCLUSIVELY FOR TEEN GENERAL WELFARE ASSISTANCE RECIPIENTS (n=7)

	Frequency	% of Respondents
Counselling	5	71.4
Employment-Related	4	57.1
Recreation	4	57.1
Housing	3	42.9
Mental Health	3	42.9
Education	2	28.6
Emergency Food/Clothing	2	28.6
Legal/Advocacy	2	28.6
Life Skills	1	14.3
Health Care	1	14.3
Total	27	--

TABLE C-6a: STATISTICS KEPT ON NUMBER OF TEENS RECEIVING GENERAL WELFARE ASSISTANCE SERVED

	Frequency	%
i) 1984		
Yes	6	18.7
No	26	81.3
Total	32	100.0
ii) 1985		
Yes	11	34.4
No	21	65.6
Total	32	100.0
iii) 1986		
Yes	12	37.6
No	20	62.4
Total	32	100.0

TABLE C-6b: SOCIAL SERVICE PROVIDERS/SECONDARY SCHOOL CASELOAD LEVELS

	1984 (%)	1985 (%)	1986 (%)
1 - 25	2 (33.3)	7 (63.6)	8 (66.7)
26 - 50	1 (16.7)	0 (0.0)	0 (0.0)
51 - 100	0 (0.0)	1 (9.1)	1 (8.3)
100 - 500	2 (33.3)	2 (18.2)	1 (8.3)
500+	1 (16.7)	1 (9.1)	2 (16.7)
Total	6 (100.0)	11 (100.0)	12 (100.0)

TABLE C-7: PAST CONTACT WITH REGIONAL SOCIAL SERVICE FIELD WORKERS

	Frequency	%
Yes	29	90.6
No	3	9.4
Total	32	100.0

TABLE C-8: PAST CONTACT WITH REGIONAL SOCIAL SERVICE TEEN-WORKERS

	Frequency	%
Yes	17	58.6
No	11	38.0
Don't know	1	3.4
Total	29	100.0

TABLE C-9: PAST CONTACT WITH REGIONAL SOCIAL SERVICE WORKERS WITH EXCLUSIVE TEEN CASELOADS

	Frequency	%
Yes	13	44.8
No	12	41.4
Don't know	3	10.4
Not specified	1	3.4
Total	29	100.0

TABLE C-10: CHANGE IN AMOUNT OF CONTACT WITH TEEN-WORKERS SINCE SEPTEMBER 1985

	Frequency	%
Increased	9	69.2
Stayed the Same	3	23.1
Decreased	1	7.7
Total	13	100.0

TABLE C-11: SEEN "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET

	Frequency	%
Yes	20	62.5
No	12	37.5
Total	32	100.0

TABLE C-12: HAVE COPIES OF "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET

	Frequency	%
Yes	17	85.0
No	2	10.0
Not specified	1	5.0
Total	20	100.0

TABLE C-13: DISTRIBUTE "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET

	Frequency	%
Yes	15	88.2
No	2	11.8
Total	17	100.0

TABLE C-14: INFORMATION TO BE ADDED TO PAMPHLET:

1. Suicide Hot Line
2. Casual Labour Office
3. Y.W.C.A. Housing
4. Project First Step
5. Young Mothers' Support Groups

TABLE C-15: UNMET NEEDS OF TEEN GENERAL WELFARE ASSISTANCE RECIPIENTS (n=32)

	Frequency	% of Responses	% of Respondents
Adequate Housing	13	35.1	40.6
Support/Counselling	6	16.2	18.8
Budgeting Assistance	4	10.8	12.5
Employment/Training Opportunities	4	10.8	12.5
More Thorough Assessments	3	8.1	9.4
Closer Contact With Schools By Teen-Workers	2	5.4	6.2
Increased Recreation Opportunities	2	5.4	6.2
More Money	1	2.7	3.1
Life Skills Training	1	2.7	3.1
First and Last Months' Rent	1	2.7	3.1
Total	37	99.9	--

TABLE C-16: WAYS REGIONAL SOCIAL SERIVCES COULD BETTER MEET NEEDS OF TEENS

1.	Better Use of Community Resources	(4)
2.	Closer Worker/School Relationship	(3)
3.	Provide/Advocate for Affordable Housing	(3)
4.	Provide First and Last Months' Rent	(3)
5.	Expand Training Programmes	(2)
6.	More Case Management	(2)
7.	Provide More Group Homes	(2)
8.	More Budget Counselling	(2)
9.	Smaller Caseloads for Teen-Workers	(1)
10.	Issue Cheque Twice a Month	(1)

TABLE C-17: EFFECTIVENESS OF "TEEN-WORKER" APPROACH

	Frequency	%	Valid %
Excellent	3	9.4	33.3
Good	5	15.6	55.6
Fair	1	3.1	11.1
Poor	0	0.0	0.0
Unable to Rate	18	56.3	--
Not specified	5	15.6	--
Total	32	100.0	100.0

v) Comments

1. "16 - 19 Years Old ..." - Great! Best publication we have seen.

2. Some students feel that G.W.A. is their right and if they apply, they will receive assistance. Some parents would prefer students to live at home but feel helpless when G.W.A. is so available.

3. No one from Regional Social Services ever checks with the school to verify satisfactory attendance patterns.

4. The worker still does not have the time to deal with each teen's specific circumstances - Caseloads are so large.

5. The few times I have spoken to teen-workers, I've appreciated their response.

6. Regional Social Services has placed a teen welfare worker in our Centre on a part-time basis. Excellent co-operation.

7. The teen-worker approach have been very helpful. The workers have been knowledgeable and very professional.

8. Regional Social Services could and should be ensuring better housing for these young people (teen welfare recipients).

9. The community would be better off, as would teenage G.W.A. recipients if both the Region and the United Way addressed (special need housing) rates and subsidies.

vi) Respondents

I. Respondents

i) Secondary Schools [15 of 25 (60%)]

- Bishop Ryan
- Briarwood
- Caledon
- Cathedral Girls
- Crestwood
- Parkside
- Parkview
- Orchard Park
- Saltfleet
- Sherwood
- Sir John A. MacDonald
- Westmount
- Winona
- Two Secondary Schools did not identify themselves

ii) Social Service Providers [17 of 29 (58.6%)]

- Adolescent Community Care Program
- Alternatives For Youth
- Basic Job Readiness Program
- Catholic Children's Aid Society of Hamilton-Wentworth
- Catholic Social Services
- Chedoke Child and Family Centre
- Child and Adolescent Services

ii) Social Services Providers (cont'd)

- Employment Services Unit: Regional Social Services
- Family Services of Hamilton-Wentworth
- Hamilton General Hospital
- McMaster Medical Centre
- Operation Blessing
- St. Joseph's Hospital
- St. Martin's Manor
- St. Matthew's House
- Y.W.C.A. - Hamilton
- Youth Employment Centre

APPENDIX D - TEEN-WORKERS

i) Questionnaire

ii) Discussion

iii) Tables

iv) Comments

i) Questionnaire

TEEN-WORKER QUESTIONNAIRE

1. How long have you been a "Teen-Worker"? _____

2. Is your caseload exclusively teens?
   ( ) Yes → What percentage? _____
   ( ) No

3. How large is your:
   i) teen caseload _____
   ii) non-teen caseload _____

4. Did you ever carry a regular-integrated caseload?
   ( ) Yes → For how long? _____
   ( ) No

5. On average, how often do you see your:
   i) teen client _____
   ii) non-teen client _____

6. How much time do you spend on average during:
   a) initial contact
      i) teen client _____
      ii) non-teen client _____
   b) subsequent contacts
      i) teen client _____
      ii) non-teen client _____

7. Where do you most often visit your teen clients?
   ( ) home
   ( ) school
   ( ) office
   ( ) other (please specify) _____

8. What percentage of meetings do your clients cancel or not arrive for?
   ( ) 0
   ( ) 1 - 10
   ( ) 11 - 25
   ( ) 26 - 50
   ( ) 51 - 75
   ( ) 76 - 100

9. What type of information do you routinely provide teen clients?

1st Visit	Subsequent Visits	On Request	
( )	( )	( )	eligibility information
( )	( )	( )	budgeting
( )	( )	( )	life skills
( )	( )	( )	community/social services
( )	( )	( )	education opportunities
( )	( )	( )	employment
( )	( )	( )	affordable housing
( )	( )	( )	health services
( )	( )	( )	counselling services
( )	( )	( )	legal services
( )	( )	( )	pamphlet
( )	( )	( )	dental services
( )	( )	( )	other(please specify)_____
			_____

10. To non-teen clients, do you provide:
    ( ) more information
    ( ) same information
    ( ) less information

11. What are your clients typical problems?
    ( ) eligibility
    ( ) budgeting
    ( ) life skills
    ( ) community/social services
    ( ) education opportunities
    ( ) employment
    ( ) affordable housing
    ( ) health services
    ( ) counselling services
    ( ) legal services
    ( ) dental services
    ( ) alcohol/drug problems
    ( ) contraception
    ( ) other (please specify) _____

12. What do your clients most frequently request information about?

a) teens	b) non-teens
( ) eligibility	( ) eligibility
( ) budgeting	( ) budgeting
( ) life skills	( ) life skills
( ) community/social services	( ) community/social services
( ) education opportunities	( ) education opportunities
( ) employment	( ) employment
( ) affordable housing	( ) affordable housing
( ) health services	( ) health services
( ) counselling services	( ) counselling services
( ) legal services	( ) legal services
( ) dental services	( ) dental services
( ) alcohol/drug problems	( ) alcohol/drug problems
( ) contraception	( ) contraception
( ) other (please specify)	( ) other (please specify)
_____	_____

13. Are these different from other clients?
    ( ) Yes
    ( ) No

14. As a teen worker are you in a position to provide these services?
    ( ) always
    ( ) frequently
    ( ) on occassion
    ( ) rarely
    ( ) never

15. What do teens on welfare need the most that isn't being provided by the teen-worker programme? _____
_____
_____

16. Are these different from other clients?
    ( ) Yes
    ( ) No

17. Are community supports for teens adequate?
    ( ) Yes (If Yes, go to Question 20)
    ( ) No

18. What kinds of services are needed in the community? _____
_____
_____

19. Could Regional Social Services provide or assist in providing any of these?
    ( ) Yes → Which ones? _____
_____
    ( ) No

20. Do you refer teens to other agencies?
( ) Yes
( ) No (If No, go to Question 24)

21. Which are the most common? _____
_____
_____

22. Do teens use these services?
( ) Yes
( ) No

23. Which ones are most commonly used? _____
_____
_____

24. For yourself, since the inception of the teen worker project have the following:

increased	stayed the same	decreased	
( )	( )	( )	individual client counselling
( )	( )	( )	liaison with agencies
( )	( )	( )	liaison with schools
( )	( )	( )	relationship with principals
( )	( )	( )	relationship with vice-principals
( )	( )	( )	relationship with guidance counsellors
( )	( )	( )	more efficient eligibility decisions
( )	( )	( )	follow-ups with clients
( )	( )	( )	checking school attendance of recipients
( )	( )	( )	actual school attendance of recipients
( )	( )	( )	pre-employment training
( )	( )	( )	services provided by Regional Social Services
( )	( )	( )	services provided by outside agencies
( )	( )	( )	support from supervisors
( )	( )	( )	quality of relationship with other team members
( )	( )	( )	quality of relationship with other teen workers
( )	( )	( )	quality of teen/teen-worker relationship
( )	( )	( )	attrition rate of teens receiving G.W.A.
( )	( )	( )	teen referrals
( )	( )	( )	contact with teens
( )	( )	( )	contact with parents
( )	( )	( )	job satisfaction
( )	( )	( )	stress
( )	( )	( )	caseload size
( )	( )	( )	professional development opportunities

25. For the Department (R.S.S.) in general, have the following:

increased	stayed the same	decreased	
( )	( )	( )	individual client counselling
( )	( )	( )	liaison with agencies
( )	( )	( )	more efficient eligibility decisions
( )	( )	( )	follow-ups with clients
( )	( )	( )	services provided by Regional Social Services
( )	( )	( )	support from supervisors
( )	( )	( )	quality of relationship with other team members
( )	( )	( )	job satisfaction
( )	( )	( )	stress
( )	( )	( )	caseload size
( )	( )	( )	professional development opportunities

26. Do you distribute the teen pamphlet to your clients?
    ( ) Yes
    ( ) No (If No, go to Question 28)

27. When?
    ( ) 1st meeting
    ( ) 2nd meeting
    ( ) 3rd meeting
    ( ) 4th meeting
    ( ) other _____

28. What would you:
    a) delete from the pamphlet: _____
    _____
    b) add to the pamphlet: _____
    _____
    c) is it useful?
        ( ) Yes
        ( ) No

29. Is it beneficial having separate teen-worker team meetings?
    ( ) Yes
    ( ) No

30. Is the supervision provided adequate?
    ( ) Yes
    ( ) No

31. How would you improve the supervision sessions: _____
    _____
    _____

32. Would you like to have contracts with teens specifying their responsibilities?
    ( ) Yes
    ( ) No

33. a) The long-term goal of the Teen-Worker project is to provide improved services so that teenagers receiving G.W.A. can eventually leave the system. Is this occurring?
    ( ) Yes → How? _____
    _____
    _____
    ( ) No ↓
    Why Not? _____
    _____
    _____

34. Positive aspects of the project: _____
    _____
    _____
    _____
    _____

35. Concerns about the project: _____
    _____
    _____
    _____
    _____

36. Ways to improve the current system: _____
    _____
    _____
    _____
    _____

37. Additional comments:_____
    _____
    _____
    _____
    _____

ii) Discussion

The Teen-Worker programme began in September 1985. One worker from each of the Regional Social Services' six teams was assigned all cases involving teenagers. One year later, two (33.3%) of the original six remained, one (16.7%) other just having transferred to another department. Two (33.3%) of the six had been "Teen-Workers" from four to six months while one (16.7%) had been involved with the project for less than three months (Table D-1).

a) Caseload and Client Contact

Four (66.7%) of the workers reported carrying only teen caseloads while the remaining two (33.3%) had caseloads which consisted primarily of teens (Table D-2). Caseload size varied among the six with two (33.3%) reporting 60 - 80 teen cases, two (33.3%) 81 - 100 and two (33.3%) 101 - 120 (Table D-3i). Five (83.3%) had previously carried regular integrated caseloads for periods from one to three years (Table D-4).

Four (66.7%) contacted their teen clients on average every two months while two (33.3%) saw them once every three months. Of the five who had carried an intergrated caseload, four (80.0%) saw their clients on average every three months and one reported seeing clients on average every other month (Table D-5).

Three (50.0%) workers reported that their initial contact with teens usually lasted thirty to sixty minutes while three stated average first contacts lasted sixty-one to ninety minutes. With other clients, first visits

a) Caseload and Client Contact (cont'd)

lasted, on average, under a half hour for two (40.0%) workers and thirty-one to sixty for the other three (60.0%) (Table D-6a). Follow-up visits tended to be shorter. Four (66.7%) Teen-Workers said that, on average, subsequent contacts with teens lasted up to thirty minutes while two (33.3%) replied that follow-ups usually took thirty-one to sixty minutes. All five (100.0%), who had regular caseloads, stated that most follow-up visits with non-teen clients took under thirty minutes to complete (Table D-6b).

Three workers reported that most meetings with teens were done in the teens' homes, two (33.3%) most often saw clients at their secondary schools while one (16.7%) used the office most frequently for interviews (Table D-7). Three workers (50.0%) stated clients cancelled or missed ten percent or fewer of scheduled meetings. One (16.7%) worker reported the rate as being 11 - 25%, one (16.7%) said it was 26 - 50% and one (16.7%) reported that teens missed 51 - 75% of arranged meetings (Table D-8).

b) Information Provided

On average, more information was provided to teens than other clients by five (83.3%) workers while the opposite was true for one (16.7%) (Table D-10). Information provided by all workers (100.0%) to teens on the first visit regarded eligibility and G.W.A. guidelines, rights and responsibilities. Five (83.3%) reported providing information about community/social services and educational opportunities on the initial contact as well as giving each teen a "16 - 19 Years Old in Hamilton-Wentworth - On Their Own" pamphlet (Table D-9ii). Information provided most frequently in subsequent visits included

b) Information Provided (cont'd)

budgeting, life skills, community/social services, employment and affordable housing (Table D-9ii). The most frequent information requests workers hear from students concerns budgeting - 5 (83.3%), bus passes - 4 (66.7%) and employment - 4 (66.7%) (Table D-12i). Information requests from other clients most frequently involve affordable housing - 4 (80.0%), employment - 3 (60.0%) and special assistance requests - 3 (60.0%) (Table D-12ii).

c) Teens' Problems and Needs

Workers reported the most typical problems teens have is finding affordable housing - 5 (83.3%) and with budgeting - 4 (66.7%) (Table D-11). All five workers who have carried both integrated and specialized caseloads stated that the problems teens have are unique to them and are unlike those of other clients (Table D-13). Similarily, all six Teen-Workers felt the nature of teen clients' needs were different from other G.W.A. recipients (Table D-16).

d) Community Resources

Not one Teen-Worker believed that supports available for teens in the community were adequate (Table D-17). Six (100.0%) workers stated more counselling/life skills programmes were needed, five (83.3%) said more housing was required while two (33.3%) wanted more pre-independent living homes to be established (Table D-18). All six workers referred teens to community agencies (Table D-20). Referrals were most frequently made to the Youth Employment Centre/Citizen Action Group - 5 (83.3%), Youth Employment Programme - 3 (50.0%) and Child and Adolescent Services - 3 (50.0%) (Table D-21).

Workers stated teens infrequently followed up on such referrals (Table D-22). Agencies' workers thought teens used most commonly were the Youth Employment Centre/Citizen Action Group and Child and Adolescent Services (Table D-23).

e) "16 - 19 Years Old in Hamilton-Wentworth - On Their Own" Pamphlet

Five (83.3%) of the workers distributed the pamphlet, always on the initial contact (Tables D-26 and D-27). One worker did not distribute the pamphlet because he/she did not have any remaining copies. The pamphlet was seen as quite useful to teens by five (83.3%) workers. There were no items any worker thought should be deleted. Items that should be included in a revised pamphlet were: Child and Adolescent Services' address and phone number, information on available housing, new employment programmes, new education programmes and the rights and responsibilities of social assistance recipients (Table D-28).

f) Impacts and Effectiveness of the Teen-Worker Approach

Workers were asked if the introduction of the "Teen-Worker" Programme produced changes for them or for their fellow team members. Increases were seen by at least half of the Teen-Workers in the amount of individual counselling done - 3 (50.0%), liaison with agencies - 4 (66.75), liaison with schools - 5 (83.3%), relationships with principals - 5 (83.3%), relationships with vice-principals - 5 (83.3%), relationship with guidance counsellors - 3 (50.0%), efficiency of eligibility decisions - 3 (50.0%), client follow-up - 4 (66.7%), checking school attendance - 4 (66.7%), pre-employment training - 3 (50.0%) and overall services provided by Regional Social Services - 3 (50.0%).

Workers also thought increases had occurred in support from supervisors - 5 (83.3%), quality of the relationship with other team members - 4 (66.7%), other Teen-Workers - 6 (100.0%) and with teens - 4 (66.7%) as a result of the programme. Other areas of increases included the number of teens remaining on caseloads and thus staying in school - 5 (83.3%), referrals made - 5 (83.3%), contacts with teens - 5 (83.3%), contacts with parents - 6 (100.0%), job satisfaction - 4 (66.7%), stress level - 4 (66.7%) and professional development opportunities - 3 (50.0%) (Table D-24).

Teen-Workers thought the advent of the programme had also produced positive changes for other team members. Three (60.0%) thought other workers were now doing more individual counselling, that eligibility decisions were being made more efficiently and that job satisfaction had increased. No change or increases were also believed to have occurred in liaison with agencies - 4 (80.0%), client follow-up - 5 (100.0%), quality of relationship with other team members - 3 (60.0%), stress levels - 4 (80.0%), caseload size - 3 (60.0%), and professional development opportunities - 5 (100.0%) (Table D-25).

Five (83.3%) workers saw the Teen-Worker programme as useful to teens. Five (83.3%) would also like to have contracts with teens that would specify responsibilities and also outline the teens' rights (Table D-32 and D-33). Five (83.3%) workers stated that they were frequently able to provide teens with the services they required while one (16.7%) was occasionally able to provide the needed services (Table D-14). Five (83.3%) replied that the

greatest need teens are not being provided with by the programme is adequate individual time from workers to provide additional guidance and counselling. One (16.7%) worker said inadequate financial assistance was the greatest unmet need teens had (Table D-15). Workers thought that Regional Social Services could help fill in the gaps around counselling, housing and inadequate allowance levels that exist in the community (Table D-19).

More time spent with teens - 4 (66.7%), more effective guidance - 3 (50.0%) and a more consistent approach - 3 (50.0%), were the most common responses when workers were asked about the positive aspects of the programme (Table D-34). The only areas for improvement that received more than one response were improved intake - 3 (50.0%) and increased support from management - 2 (33.3%) (Table D-35). Workers also felt teens were not benefiting as much as possible because workers did not have adequate time to spend with teens, that underlying problems were not dealt with and that firmer policies needed to be implemented to support workers' decisions (Table D-33b).

On a professional level, five (83.3%) workers said they benefited from having separate teen-worker meetings (Table D-29). Five (83.3%) also said that the supervision they received was adequate though more support - 3 (50.0%) and more direction - 3 (33.3%) would be beneficial (Tables D-30 and D-31).

When asked how to improve the Teen-Worker Programme, five (83.3%) workers stated that one team of only Teen-Workers would be extremely helpful. Three

(50.0%) thought Teen-Workers should be Worker II and two (50.0%) thought there should be a central intake system and that more detailed job descriptions should be provided.

g) Summary

There are six "Teen-Workers" spread across Regional Social Services' six teams. Two of the original six remain with the programme which began in September, 1985. Caseload size ranges from 60 - 80 upward to 120, with teens comprising 95 - 100 percent of the cases. Five workers previously carried integrated caseloads.

Teens receive more attention from workers than non-teens do. There are more contacts, which last longer and a greater exchange of information occurs. Teens problems and needs differ from other clients, in the view of Teen-Workers. Affordable housing and budgeting were seen as the two major issues for teen G.W.A. recipients.

Workers felt that community supports for teens were inadequate with counselling/life skills and housing having the greatest priority. While workers referred most teens to various community social service organizations, few felt that many teens followed through.

Overall, workers believed that the programme had improved service delivery and strengthened relationships with community agencies and with clients. The pamphlet was viewed as a useful tool and was regularly

distributed. Despite thinking the programme was effective, workers felt teens could benefit even more if workers had more time to devote to each individual client. Workers found separate Teen-Worker meetings beneficial and supervision adequate though there remained room for improvement.

Key suggestions for improvements to the programme were to put all Teen-Workers on one unit, to centralize intake, to increase support from management and to consider re-classifying Teen-Workers as Worker II.

iii) Tables

TABLE D-1: LENGTH OF TIME AS TEEN-WORKER

	Frequency	%
1 - 3 months	1	16.7
4 - 6 months	2	33.3
7 - 9 months	0	0.0
10 - 12 months	3	50.0
Total	6	100.0

TABLE D-2: CASELOAD: PERCENTAGE TEENS

	Frequency	%
95	1	16.7
98	1	16.7
100	4	66.7
Total	6	100.0

TABLE D-3: CASELOAD SIZE

i) Teens

	Frequency	%
60 - 80	2	33.3
81 - 100	2	33.3
101 - 120	2	33.3
Total	6	99.9

ii) Non-Teens

	Frequency	%
0	4	66.7
1 - 10	2	33.3
Total	6	100.0

TABLE D-4: i) PREVIOUSLY CARRIED REGULAR INTEGRATED CASELOAD

	Frequency	%
Yes	5	83.3
No	1	16.7
Total	6	100.0

ii) LENGTH OF TIME CARRIED REGULAR INTEGRATED CASELOAD

	Frequency	%
1 Year	1	20.0
2 Years	2	40.0
3 Years	2	40.0
Total	5	100.0

TABLE D-5: AVERAGE FREQUENCY OF CLIENT CONTACT

i) Teens

	Frequency	%
once/month	0	0.0
once/2 months	4	66.7
once/3 months	2	33.3
Total	6	100.0

ii) Non-Teens

	Frequency	%
once/month	0	0.0
once/2 months	1	20.0
once/3 months	4	80.0
Total	5	100.0

TABLE D-6: AVERAGE LENGTH OF CLIENT CONTACTS

a) Initial contact

i) Teens

	Frequency	%
0 - 30 minutes	0	0.0
31 - 60 minutes	3	50.0
61 - 90 minutes	3	50.0
Total	6	100.0

ii) Non-Teens

	Frequency	%
0 - 30 minutes	2	40.0
31 - 60 minutes	3	60.0
Total	5	100.0

b) Subsequent contacts

i) Teens

	Frequency	%
0 - 30 minutes	4	66.7
31 - 60 minutes	2	33.3
Total	6	100.0

ii) Non-Teens

	Frequency	%
0 - 30 minutes	5	100.0
Total	5	100.0

TABLE D-7: LOCATION OF MOST FREQUENT TEEN CLIENT CONTACT

	Frequency	%
Client's Home	3	50.0
Secondary School	2	33.3
Office	1	16.7
Total	6	100.0

TABLE D-8: PERCENTAGE OF MEETINGS CLIENTS CANCEL/DO NOT ATTEND:

	Frequency	%
1 - 10	3	50.0
11 - 25	1	16.7
26 - 50	1	16.7
51 - 75	1	16.7
Total	6	100.1

TABLE D-9: INFORMATION PROVIDED TO TEENS

i) First Visit

	Frequency	% of Responses	% of Respondents
Eligibility Information	6	12.2	100.0
Budgeting	2	4.1	33.3
Life Skills	2	4.1	33.3
Community/Social Services	5	10.2	83.3
Educational Opportunities	5	10.2	83.3
Employment	4	8.2	66.7
Affordable Housing	4	8.2	66.7
Health Services	2	4.1	33.3
Counselling Services	4	8.2	66.7
Legal Services	3	6.1	50.0
Pamphlet	5	10.2	83.3
Dental Services	1	2.0	16.7
G.W.A. Guidelines/Rights and Responsibilities	6	12.2	100.0
Total	49	100.0	--

TABLE D-9: INFORMATION PROVIDED TO TEENS (cont'd)

ii) Subsequent Visits

	Frequency	% of Responses	% of Respondents
Eligibility Information	0	0.0	0.0
Budgeting	4	12.5	66.7
Life Skills	4	12.5	66.7
Community/Social Services	4	12.5	66.7
Educational Opportunities	3	9.4	50.0
Employment	4	12.4	66.7
Affordable Housing	4	12.4	66.7
Health Services	2	6.3	33.3
Counselling Services	3	9.4	50.0
Legal Services	2	6.3	33.3
Pamphlet	0	0.0	0.0
Dental Services	2	6.3	33.0
G.W.A. Regulations/Rights and Responsibilities	0	0.0	0.0
Total	32	100.0	--

TABLE D-10: AMOUNT OF INFORMATION PROVIDED TO TEEN CLIENTS COMPARED TO NON-TEENS CLIENTS

	Frequency	%
More Information Provided to Teens	5	83.3
More Information Provided to Non-Teens	1	16.7
Same Amount of Information Provided to Both Groups	0	0.0
Total	6	100.0

TABLE D-11: TYPICAL TEEN CLIENT PROBLEMS

	Frequency	% of Responses	% of Respondents
Affordable Housing	5	20.8	83.3
Budgeting	4	16.7	66.7
Transportation	2	8.3	33.3
Lack of School Supplies	2	8.3	33.3
Lack of Clothing	2	8.3	33.3
Community/Social Supports	2	8.3	33.3
Life Skills	1	4.2	16.7
Counselling	1	4.2	16.7
Legal	1	4.2	16.7
Alcohol/Drug	1	4.2	16.7
Contraception	1	4.2	16.7
Abusive Families	1	4.2	16.7
Mental Health	1	4.2	16.7
Total	24	100.1	--

TABLE D-12: MOST FREQUENT INFORMATION REQUESTS

i) Teens

	Frequency	% of Responses	% of Respondents
Budgeting	5	16.7	83.3
Bus Pass	4	13.3	66.7
Employment	4	13.3	66.7
Affordable Housing	3	10.0	50.0
Clothing Allowance	3	10.0	50.0
Eligibility	2	6.7	33.3
Health Services	2	6.7	33.3
Dental Services	2	6.7	33.3
School Supplies Allowance	2	6.7	33.3
Life Skills	1	3.3	16.7
Community/Social Supports	1	3.3	16.7
Educational Opportunities	1	3.3	16.7
Total	30	100.0	--

TABLE D-12: MOST FREQUENT INFORMATION REQUESTS (cont'd)

ii) Non-Teens

	Frequency	% of Responses	% of Respondents (n=5)
Affordable Housing	4	20.0	80.0
Employment	3	15.0	60.0
Special Assistance	3	15.0	60.0
House Repairs	2	10.0	40.0
Eligibility	1	5.0	20.0
Budgeting	1	5.0	20.0
Community/Social Services	1	5.0	20.0
Legal Services	1	5.0	20.0
Dental Services	1	5.0	20.0
Fuel Allowance	1	5.0	20.0
Glasses	1	5.0	20.0
Landlords	1	5.0	20.0
Total	20	100.0	--

TABLE D-13: TYPES OF PROBLEMS TEENS HAVE (n=5)

	Frequency	%
Different From Other Clients	5	100.0
Same as Other Clients	0	0.0
Total	5	100.0

TABLE D-14: TEEN-WORKERS' ABILITY TO PROVIDE TEENS WITH THE SERVICES THEY REQUIRE

	Frequency	%
Always Able	0	0.0
Frequently Able	5	83.3
On Occasion Able	1	16.7
Rarely Able	0	0.0
Never Able	0	0.0
Total	6	100.0

TABLE D-15: TEENS GREATEST NEED NOT BEING PROVIDED BY TEEN-WORKER PROGRAMME

	Frequency	%
Lack of Time to Provide Adequate Guidance/Counselling	5	83.3
Adequate Financial Assistance	1	16.7
Total	6	100.0

TABLE D-16: NATURE OF TEEN CLIENTS' NEEDS

	Frequency	%
Different From Other Clients	6	100.0
Same As Other Clients	0	0.0
Total	6	100.0

TABLE D-17: ADEQUACY OF COMMUNITY SUPPORTS FOR TEENS

	Frequency	%
Adequate	0	0.0
Inadequate	6	100.0
Total	6	100.0

TABLE D-18: TYPES OF SERVICES NEEDED IN THE COMMUNITY

	Frequency	% of Responses	% of Respondents
Counselling/Life Skills	6	40.0	100.0
Housing	5	33.3	83.3
Pre-Independent Living Homes	2	13.3	33.3
Drop-In Centre	1	6.7	16.7
Budgeting Information	1	6.7	16.7
Total	15	100.0	--

TABLE D-19: i) ABILIITY OF REGIONAL SOCIAL SERVICES TO FILL COMMUNITY NEEDS FOR TEENS

	Frequency	%
Able	6	100.0
Unable	0	0.0
Total	6	100.0

ii) COMMUNITY NEEDS REGIONAL SOCIAL SERVICES COULD PROVIDE

	Frequency	% of Responses	% of Respondents
Counselling	3	37.5	50.0
Housing	3	37.5	50.0
Increased Allowance Level	2	25.0	33.3
Total	8	100.0	--

TABLE D-20: REFERRAL OF TEENS

	Frequency	%
Done	6	100.0
Not Done	0	0.0
Total	6	100.0

TABLE D-21: AGENCIES TEENS REFERRED TO:

	Frequency	% of Responses	% of Respondents
Youth Employment Centre (YEC)/ Citizen Action Group (CAG)	5	23.8	83.3
Youth Employment Programme	3	14.3	50.0
Child and Adolescent Services	3	14.3	50.0
Adolescent Community Care	2	9.5	33.3
Alternatives For Youth	2	9.5	33.3
Futures	2	9.5	33.3
Family Services	1	4.8	16.7
Chedoke Child & Family Services	1	4.8	16.7
Red Cross	1	4.8	16.7
Dundurn Legal Clinic	1	4.8	16.7
Total	21	100.1	--

TABLE D-22: USAGES OF COMMUNITY RESOURCES BY TEENS

	Frequency	%
Frequent	2	33.3
In Frequent	4	66.7
Total	6	100.0

TABLE D-23: COMMUNITY AGENCIES MOST COMMONLY USED

	Frequency	% of Responses	% of Respondents
Youth Employment Centre (YEC)/ Citizen Action Group (CAG)	3	33.3	50.0
Child & Adolescent Services	2	22.2	33.3
Youth Employment Program	1	11.1	16.7
Alternatives For Youth	1	11.1	16.7
Adolescent Community Care	1	11.1	16.7
Red Cross	1	11.1	16.7
Total	9	99.9	--

TABLE D-24: CHANGES FOR TEEN-WORKERS AS A RESULT OF THE TEEN-WORKER PROGRAMME

	Increased (%)	No Change (%)	Decreased (%)	Total (%)
i) Individual Client Counselling	3 (50.0)	1 (16.7)	2 (33.3)	6 (100.0)
ii) Liaison With Agencies	4 (66.7)	1 (16.7)	1 (16.7)	6 (100.1)
iii) Liaison With Schools	5 (83.3)	1 (16.7)	0 (0.0)	6 (100.0)
iv) Relationship With Principals	5 (83.3)	1 (16.7)	0 (0.0)	6 (100.0)
v) Relationship With Vice-Principals	5 (83.3)	1 (16.7)	0 (0.0)	6 (100.0)
vi) Relationship With Guidance Counsellors	3 (50.0)	3 (50.0)	0 (0.0)	6 (100.0)
vii) More Efficient Eligibility Decisions	3 (50.0)	2 (33.3)	1 (16.7)	6 (100.0)
viii) Follow-ups With Clients	4 (66.7)	1 (16.7)	1 (16.7)	6 (100.1)
ix) Checking Recipients' School Attendance	4 (66.7)	2 (33.3)	0 (0.0)	6 (100.0)
x) Actual School Attendance of Recipients	1 (16.7)	5 (83.3)	0 (0.0)	6 (100.0)
xi) Pre-employment Training	3 (50.0)	3 (50.0)	0 (0.0)	6 (100.0)
xii) Services Provided By Regional Social Services	3 (50.0)	3 (50.0)	0 (0.0)	6 (100.0)

TABLE D-24: CHANGES FOR TEEN-WORKERS AS A RESULT OF THE TEEN-WORKER PROGRAMME (cont'd)

	Increased (%)	No Change (%)	Decreased (%)	Total (%)
xiii) Services Provided By Community Agencies	0 (0.0)	6 (100.0)	0 (0.0)	6 (100.0)
xiv) Support From Supervisors	5 (83.3)	1 (16.7)	0 (0.0)	6 (100.0)
xv) Quality of Relationship With Other Team Members	4 (66.7)	0 (0.0)	2 (33.3)	6 (100.0)
xvi) Quality of Relationship With Other Teen-Workers	6 (100.0)	0 (0.0)	0 (0.0)	6 (100.0)
xvii) Quality of Teen/Teen-Worker Relationship	4 (66.7)	2 (33.3)	0 (0.0)	6 (100.0)
xviii) Attrition Rate of Teens Receiving G.W.A.	5 (83.3)	0 (0.0)	1 (6.7)	6 (100.0)
xix) Teen Referrals	5 (83.3)	1 (16.7)	0 (0.0)	6 (100.0)
xx) Contact With Teens	5 (83.3)	1 (16.7)	0 (0.0)	6 (100.0)
xxi) Contact With Parents	6 (100.0)	0 (0.0)	0 (0.0)	6 (100.0)
xxii) Job Satisfaction	4 (66.7)	1 (16.7)	1 (16.7)	6 (100.1)
xxiii) Stress	4 (66.7)	1 (16.7)	1 (16.7)	6 (100.1)
xxiv) Caseload Size	0 (0.0)	4 (66.7)	2 (33.3)	6 (100.0)
xxv) Professional Development Opportunities	3 (50.0)	2 (23.3)	1 (16.7)	6 (100.0)

TABLE D-25: CHANGES FOR TEAMS AS A RESULT OF THE TEEN-WORKER PROGRAMME

	Increased (%)	No Change (%)	Decreased (%)	Total (%)
i) Individual Client Counselling	3 (60.0)	1 (20.0)	1 (20.0)	5 (100.0)
ii) Liaison With Agencies	2 (40.0)	2 (40.0)	1 (20.0)	5 (100.0)
iii) More Efficient Eligibility Decisions	3 (60.0)	2 (40.0)	0 (0.0)	5 (100.0)
iv) Follow-ups With Clients	2 (40.0)	3 (60.0)	0 (0.0)	5 (100.0)
v) Quality of Relationship With Other Team Members	2 (40.0)	1 (20.0)	2 (40.0)	5 (100.0)
vi) Job Satisfaction	3 (60.0)	1 (20.0)	1 (20.0)	5 (100.0)
vii) Stress	0 (0.0)	4 (80.0)	1 (20.0)	5 (100.0)
viii) Caseload Size	0 (0.0)	3 (60.0)	2 (40.0)	5 (100.0)
ix) Professional Development Opportunities	1 (20.0)	4 (80.0)	0 (0.0)	5 (100.0)

TABLE D-26: DISTRIBUTION OF THE "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET

	Frequency	%
Distributed	5	83.3
Not Distributed	1	16.7
Total	6	100.0

TABLE D-27: TIME PAMPHLET DISTRIBUTED

	Frequency	%
1st Meeting	5	100.0
Subsequent Meeting	0	0.0
Total	5	100.0

TABLE D-28: SUGGESTED CHANGES TO THE "16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET

a) Deletions

None

b) Additions

1. Child and Adolescent Services
2. Information on Housing
3. New Employment Programmes
4. New Education Programmes
5. Rights and Responsibilities of Social Assistance Recipients

c) Usefulness of Pamphlet

	Frequency	%
Useful	5	83.3
Not Useful	1	16.7
Total	6	100.0

TABLE D-29: BENEFIT OF HAVING SEPARATE TEEN-WORKER MEETINGS

	Frequency	%
Beneficial	5	83.3
Not Beneficial	1	16.7
Total	6	100.0

TABLE D-30: ADEQUACY OF SUPERVISION

	Frequency	%
Adequate	5	83.3
Inadequate	1	16.7
Total	6	100.0

TABLE D-31: METHODS TO IMPROVE SUPERVISION SESSIONS

	Frequency	% of Responses	% of Respondents
More Support	3	37.5	50.0
More Direction	2	25.0	33.3
Increased Feedback	1	12.5	16.7
Fewer Meetings	1	12.5	16.7
All Three Supervisors Present	1	12.5	16.7
Total	8	100.0	--

TABLE D-32: WOULD CONTRACTS WITH TEENS SPECIFYING THEIR RESPONSIBILITIES BE USEFUL?

	Frequency	%
Yes	5	83.3
No	1	16.7
Total	6	100.0

TABLE D-33: USEFULNESS OF TEEN-WORKER PROGRAMME TO TEENS

	Frequency	%
Useful	5	83.3
Not Useful	1	16.7
Total	6	100.0

a) Manner in Which Teens are Benefiting:

1. Staying in School
2. Obtaining Job Experience (summers)
3. Learn Problems Associated With Dependence Upon Welfare

b) Reasons Teens are not Benefiting:

1. Underlying Problems Not Dealt With
2. Inadequate Time Spent With Teens
3. Need Stronger Policies Supporting Worker's Decisions

TABLE D-34: POSITIVE ASPECTS OF THE TEEN-WORKER PROGRAMME

	Frequency	% of Responses	% of Respondents
More Time Spent With Teens	4	26.7	66.7
More Effective Guidance	3	20.0	50.0
More Consistent Approach	3	20.0	50.0
Improved Relationships With School Staff	2	13.3	33.3
Decreases Crime/Delinquency	1	6.7	16.7
Teens Not Lost in Caseload	1	6.7	16.7
Provides Teens Better Opportunity to Complete School	1	6.7	16.7
Total	15	100.1	--

TABLE D-35: AREAS FOR IMPROVEMENT

	Frequency	% of Responses	% of Respondents
Improved Intake	3	27.3	50.0
Increased Support From Management	2	18.2	33.3
Develop Job Description	1	9.1	16.7
Cap on Caseloads	1	9.1	16.7
Increased Opportunity for Peer Support	1	9.1	16.7
Increased Consistency Between Different Supervisor's Decisions	1	9.1	16.7
Increased Authority To Enforce Decisions	1	9.1	16.7
Increased Support From Other Team Members	1	9.1	16.7
Total	11	100.1	--

TABLE D-36: METHODS TO IMPROVE TEEN-WORKER PROGRAMME

	Frequency	% of Responses	% of Respondents
One Team - Teen-Workers	5	26.3	83.3
Make Teen-Workers - Workers II	3	15.8	50.0
Central Intake	2	10.5	33.3
Provide Detailed Job Description	2	10.5	33.3
Clearer Definition of Mandate	1	5.3	16.7
More Frequent Client Profile Updates	1	5.3	16.7
Lessen Duplication of Paperwork	1	5.3	16.7
Decrease Caseload Levels	1	5.3	16.7
One Team Supervisor	1	5.3	16.7
2 1/2 Office Days	1	5.3	16.7
Provide Emergency Shelters For Teens With Mental Health Component	1	5.3	16.7
Total	19	100.2	--

iv) Comments

1. Job Descriptions are inadequate. They should include a counselling component and also define the position as having contact only with teens.

2. Animosity exists between some team members as they believe teen-workers have smaller caseloads. This isn't true. Friction would be reduced if one unit of teen-workers existed. This would create fewer problems for workers and supervisors.

3. Removal of duplication of paperwork is a priority. Central Intake is a must.

4. The job entails increased responsibilities. The project is fundamentally good though some areas could be re-vamped. More support from management could occur through increased administrative responsibilities, increased liaison and more meetings. I find the position more stressful (than integrated caseload) at times.

5. This appears to be a low priority project. We're informed it's not our job to counsel clients though we want to. Move to flex hours would be beneficial.

6. Positive changes occurred with the introduction of the project. It's doing well compared with past mixed caseloads.

APPENDIX E - TEAM SUPERVISORS

i) Covering Letter

ii) Questionnaire

iii) Discussion

iv) Tables

v) Comments

The Social Planning & Research Council of Hamilton and District
155 James St. S., Suite 602, Hamilton, Ont. L8P 3A4 Telephone: 522-1148

i) Covering Letter

September 8, 1986

Dear Team Supervisor:

As you may be aware, the Social Planning and Research Council is currently evaluating the Department's "Teen-Worker Project". We are surveying the teen-workers, clients and community agencies along with all six team supervisors. Enclosed is a brief information questionnaire we would greatly appreciate you completing and returning to us in the accompanying pre-paid envelope by Friday, September 26, 1986. All replies are confidential and responses will only be presented collectively.

If you have any questions or require clarification, please feel free to contact me at 522-1148. Thank you for your assistance.

Sincerely,

Rick Csiernik, B.Sc., M.S.W.
Research Associate

Encl.
RC/ce

ii) Questionnaire

TEAM SUPERVISOR: INFORMATION QUESTIONNAIRE

1. Length of time as team supervisor
   ( ) less than 6 months
   ( ) 6 - 12 months
   ( ) more than 12 months

2. Has there been any change in the following areas as a direct result of the Teen Worker project?

increase	stayed the same	decreased	
( )	( )	( )	caseload for other team members
( )	( )	( )	team cohesiveness
( )	( )	( )	staff turnover
( )	( )	( )	case management efficiency - teen workers
( )	( )	( )	case management efficiency - other members
( )	( )	( )	ease of supervising team

3. What positive aspects has the Teen Worker project brought:
   a) to you as a supervisor _____
   _____
   _____
   b) to other team members _____
   _____
   _____

4. What concerns has the Teen Worker project brought:
   a) to you as a supervisor _____
   _____
   _____
   b) to other team members _____
   _____
   _____

5. Having one team member with a specialized caseload is:
   ( ) beneficial to the team
   ( ) does not impact upon the team
   ( ) has not provided any benefits to the team
   ( ) has had a negative impact upon the team

6. Having two or more members with a specialized caseload would:
   ( ) be beneficial to the team
   ( ) not impact upon the team
   ( ) not provide any benefits to the team
   ( ) have a negative impact upon the team

7. How would you rate the effectiveness of the teen worker approach as it has been implemented?
   ( ) excellent
   ( ) good
   ( ) fair
   ( ) poor

8. Additional Comments: _____
_____
_____
_____
_____

Could you please return this using the
enclosed envelope by September 19, 1986

NO STAMPS ARE NEEDED.
THANK YOU FOR YOUR HELP.

If you have any questions, please call Rick Csiernik
at the Social Planning and Research Council, 522-1148.

iii) Discussion

Of the eight team supervisors, seven (87.5%) had held that position for more than one year and only one (12.5%) had acted as a supervisor for less than a year (Table E-1). Thus, there was a high level of familiarity with the Teen-Worker Programme by team supervisors.

Overall, changes produced as a result of the Teen-Worker programme were seen as beneficial and positive. Little or no change was reported by supervisors in caseload levels for other team members, team cohesiveness or team turnover. Case management efficiency was perceived to have increased across all staff while a majority - four (57.1%) stated supervision had become easier as a direct result of the Teen-Worker programme (Table E-2).

Improved eligibility determination and increased ease in supervising were most frequently reported as being the positive aspects of the introduction of Teen-Workers. Supervisors felt other team members benefited from the project by having their knowledge of resources and supports in the community increased and by having more time for other cases (Table E-3). However, three (37.5%) supervisors still felt there were inconsistencies in eligibility determination. The Teen-Worker programme has led, in the view of two (25.0%) supervisors, to difficulties in scheduling and to unequal caseload distribution between workers on individual teams. Supervisors felt that this latter issue was also a concern for other team members (Table E-4).

Overall, seven (87.5%) supervisors felt it was beneficial to the team to have one member with a specialized caseload (Table E-5) and five (62.5%) replied that having two or more specialized workers would be beneficial (Table E-6). Five (62.5%) stated that the effectiveness of the teen-worker approach was good while the other three (37.5%) rated it as fair.

Summary

From the team supervisor's perspective, the Teen-Worker approach has been successful. Supervision and case management have been made easier and there has been an increased knowledge of community resources among workers with limited reported changes in working conditions. While some problems have resulted, particularly with respect to caseload levels, both the overall approach and the specific concept of specialized workers are viewed as beneficial and positive.

iv) Tables

TABLE E-1: LENGTH OF TIME AS TEAM SUPERVISOR

	Frequency	%
Less than 6 months	1	12.5
6 - 12 months	0	0.0
More than 12 months	7	87.5
	8	100.0

TABLE E-2: CHANGES AS A DIRECT RESULT OF THE TEEN-WORKER PROGRAMME (n=7)

	Increase (%)	Decrease (%)	No Change (%)
i) Caseload levels for non teen-workers	1 (14.3)	1 (14.3)	5 (71.4)
ii) Team Cohesiveness	0 (0.0)	1 (14.3)	6 (85.7)
iii) Team Turnover	0 (0.0)	0 (0.0)	7 (100.0)
iv) Case Management Efficiency			
a) Teen-Workers	5 (71.4)	0 (0.0)	2 (28.6)
b) Other Team Members	3 (42.9)	0 (0.0)	4 (57.1)
v) Ease of Supervising Team	4 (57.1)	1 (14.3)	2 (28.6)

TABLE E-3: POSITIVE ASPECTS OF TEEN-WORKER PROGRAMME (n=8)

a) For Supervisors

	Frequency	% of Responses	% of Respondents
Improve Eligibility Determination/Provides More Consistency	6	40.0	75.0
Easier to Supervise Team with Teen-Worker	4	26.7	50.0
Improve Data Collection Re: Teens	2	13.3	25.0
Increased Case Plan Follow-Up	1	6.7	12.5
Improved Programming For Teens	1	6.7	12.5
Increased Knowledge of Community Resources For Teens	1	6.7	12.5
Total	15	100.1	--

b) For Other Team Members

	Frequency	% of Responses	% of Respondents
Increased Knowledge of Resources and Supports in the Community	4	30.8	50.0
Provide More Time For Other Cases	4	30.8	50.0
Decreased Youth Caseloads	3	23.1	37.1
No Response	2	15.4	25.0
Total	13	100.1	--

TABLE E-4: CONCERNS ARISING AS A RESULT OF THE TEEN-WORKER PROGRAMME (n=8)

a) For Supervisors

	Frequency	% of Responses	% of Respondents
Inconsistencies in Determining Eligibility	3	27.3	37.5
Unequal Caseloads	2	18.2	25.0
Difficulties in Scheduling	2	18.2	25.0
Lack of Commitment From All Staff Towards Programme	1	9.1	12.5
Increased Stress for Teen-Workers	1	9.1	12.5
Limiting Skill Development of Other Team Members With This Client Group	1	9.1	12.5
No Concerns	1	9.1	12.5
Total	11	100.1	--

b) For Other Team Members

	Frequency	% of Responses	% of Respondents
Unequal Distribution of Workload	3	37.5	37.5
No Reply	3	37.5	37.5
Unequal Distribution of Applications	2	25.0	25.0
Total	8	100.0	--

TABLE E-5: IMPACT OF HAVING ONE TEAM MEMBER WITH A SPECIALIZED CASELOAD

	Frequency	%
Beneficial to the Team	7	87.5
Does Not Impact Upon the Team	0	0.0
Has Not Provided Benefits to the Team	0	0.0
Has Had A Negative Impact Upon the Team	1	12.5
Total	8	100.0

TABLE E-6: IMPACT OF HAVING TWO OR MORE MEMBERS WITH A SPECIALIZED CASELOAD

	Frequency	%
Would Be Beneficial to the Team	5	62.5
Would Not Impact Upon the Team	0	0.0
Would Not Provide Benefits to the Team	0	0.0
Would Have A Negative Impact Upon the Team	3	37.5
Total	8	100.0

TABLE E-7: EFFECTIVENESS OF THE TEEN-WORKER APPROACH

	Frequency	%
Excellent	0	0.0
Good	5	62.5
Fair	3	37.5
Poor	0	0.0
Total	8	100.0

v) Comments

1. Specialization should improve service delivery, however, every worker must still maintain an overall general knowledge in order to ensure effective back-up.

2. More work (is) needed to streamline applications and administer guidelines re: teen applications.

3. Although (the) specialized worker has had a negative impact on (the) team, due to inequity of caseload sizes, difficulty in co-ordinating initial applications, feelings of isolation of teen-workers from other team members, I do feel the clients have benefited in terms of increased case planning and follow-up.

4. Teen-Workers should be in a specialized team with a supervisor to further enhance the service delivery.

5. Teen-Workers are able to monitor each case, more effectively and can assist teens in coping with and finding solutions to their problems. Teen-Workers are more aware of resources.

6. (I) would like to see the project retained. (I) feel (there is a) need, within Social Services, for a review of (the) project and possibly some adjustments.

7. (The programme is) beneficial for the delivery of service to the clients, however, consideration could be given to either:

   1) a separate team for teen-workers only;

or 2) centralized distribution of applications of teen clients.

8. Teen-workers are feeling the rewards of the job, both intrinsic and extrinsic (but rewards) are not built into the job. Perhaps a closer examination of specialized caseloads improves our service delivery. However, it may take its toll on the morale of the worker; a mixed caseload gives the worker the variety to help eliminate burnout.

APPENDIX F

"16 - 19 YEARS OLD IN HAMILTON-WENTWORTH - ON THEIR OWN" PAMPHLET

COUNSELLING

Adolescent Community Care
117 Hunter Street East
Hamilton 524-2501

A/Y Alternatives For Youth
126 James Street South
Hamilton 527-4469
..... 527-4439

Birthright
224 James Street South
Hamilton 527-3677

Catholic Social Services of Hamilton
82 Stinson Street
Hamilton 527-3823

Child and Adolescent Services
74 Hughson Street South
Hamilton 528-1441

Family Services of Hamilton-Wentworth Inc.
350 King Street East, Suite 201
Hamilton 523-5640

Grace Haven (Pregnancy)
138 Herkimer Street
Hamilton 522-7336

St. Martin's Manor (Pregnancy)
500 Mohawk Road West
Hamilton 389-7411

St. Matthew's House
414 Barton Street East
Hamilton 523-5546

Teen Challenge
73 Robert Street
Hamilton 526-1414

LEGAL COUNSELLING

Dundurn Community Legal Services
426 Main Street West
Hamilton 527-4575

McQuesten Legal and Community Services
360-A Queenston Road
Hamilton 545-0442

Ontario Legal Aid Plan
119 Main Street East
Hamilton 528-0134

GENERAL HEALTH

The Hamilton Academy of Medicine
286 Victoria Avenue North
Hamilton 528-1611
(Ask about doctors on O.H.I.P. in your area)

Ontario Health Insurance Plan (O.H.I.P.)
119 King Street West, 10th Floor)
Hamilton 521-7100
(Ask about Premium Assistance)

(V.D.) Sexually Transmitted Disease
S.T.D. Hotline 528-5894

FAMILY PLANNING

Birth Control Clinic
13 Lake Avenue South
Stoney Creek 664-2554

Planned Parenhood Clinic
Union Gas Building
20 Hughson Street South, Suite 611
Hamilton 528-7343
..... 528-3009

Sexual Education Centre
McMaster University
Hamilton Hall, Room 206
Hamilton ..... 525-9140, Ext. 2041

PHONE CRISIS CENTRE

Sexual Assault Centre
Hamilton and Area
(Rape & Crisis Centre)
24 Hour CONFIDENTIAL Counselling
HOTLINE 525-4162

Telecare
24 Hour Telephone Counselling
HOTLINE 525-8611

GENERAL INFORMATION

For free CONFIDENTIAL information on any other services offered:

Day Care
Family and Budget Counselling
Government Programs and Services
Housing
Legal Counselling
Other Community Services
CALL 528-0104
Community Information Service

Produced by
Teenage Information Project
in co-operation with
The Regional Municipality of
Hamilton-Wentworth
Social Services Department

16-19 year olds in HAMILTON-WENTWORTH ON THEIR OWN

SOCIAL SERVICES

GENERAL WELFARE ASSISTANCE (G.W.A.)

WHAT IS WELFARE?

Welfare is money given to help you with your basic needs: food, shelter and personal needs, as set out by the Welfare Act. Drug benefits and O.H.I.P. are also paid by Welfare. Welfare is for short-term needs.

WHO MAY GET WELFARE?

Those who need money as set out by the Welfare Act.

If you are 16-17 years old and are:

- married and the head of a family

or

- living common-law and the head of a family

or

- a single parent supporting a child on your own

or

- single and living apart from your parents because of serious problems or special reasons.

If you are 18-19 years old and are:

- living apart from your parents

or

- married and the head of a family

or

- living common-law and the head of a family

or

- disabled and living at home or away from your parents

or

- a single parent supporting a child on your own

HOW TO APPLY:

1) Call the Hamilton-Wentworth Welfare Office at 526-4333. You will be asked to give some information at that time.

2) A Social Service Worker will be out to see you within three (3) working days to fill out the forms for Welfare. You will be asked to give some more information about yourself such as past jobs, school and why you need Welfare.

3) If you are under 18 years of age, the Social Service Worker will interview your parents to find out why you cannot live with them. The Social Service Worker may contact a third party, such as a family doctor or a counsellor.

4) After all the forms have been filled out and all the information taken, you will be told if you get Welfare or not.

5) If you do not receive Welfare or your Welfare is cut off, you will be told why in writing. When this happens, you may appeal this decision by contacting your Worker and asking for a review, or by phoning one of the legal services listed in this pamphlet.

If you do not need Welfare, you may be able to get some help with your prescription drugs, dental care and glasses. For more information, phone the Special Income Department at 526-4365.

The following is a list of a few services offered in the Hamilton-Wentworth area.

EDUCATION

Adult Basic Education
HOTLINE 527-2222

Basic Job Readiness Training
(B.J.R.T.)
Mohawk College - Brantdale Campus
15 Brantdale Avenue,
Hamilton 575-2228

Cool School
354 King Street West
Hamilton 527-8115

Hamilton-Wentworth Social Services Dept.
Work Activity Project
50 Murray Street West
Referral by Regional Social Service Worker

JOB ASSISTANCE

Canada Employment Centre
40 Wellington Street North
Hamilton 523-2211

Youth Employment Centre /
Citizen Action Group
33 Bold Street
Hamilton 522-4902
..... 528-9803

Ontario Youth Opportunities
(To learn about O.Y.O., contact
Youth Employment Centre)

Hamilton-Wentworth Social Services Dept.
Youth Employment Project
119 King Street West, 13th Floor
Referral by Regional Social Service Worker

DAY CARE

For help with Day Care costs, call the Social Services Dept., 526-4470 / 526-4446.

EMERGENCY SERVICES

(C) - Clothing *(M) - Meals*
(S) - Shelter *(F) - Food*

A.Y. Alternatives for Youth
126 James Street South
Hamilton 527-4469
(S) 527-4439

Birthright
224 James Street South
Hamilton 527-3677
(C) (Maternity/Baby)

Good Shepherd Centre
135 Mary Street North
Hamilton 528-9801
..... 528-2675
(M) (S) Men

Good Shepherd Women's Centre
20 Emerald Street South
Hamilton 523-8895
(M) (S) Women

Mission Services
325 James Street North
Hamilton 528-7635
..... 528-2327
(C) (M) (S) Men

Operation Blessing
662 Barton Street East
Hamilton 549-7153
(C) (F)

Wesley Centre
129 Rebecca Street
Hamilton 528-5640
(C) (M)

St. Matthew's House
141 Barton Street East
Hamilton 523-5546
(M) (F)

APPENDIX G - NON-RESPONSE BIAS TEST

i) Discussion

ii) Tables

i) Discussion

a) Tables

Fifteen (60.0%) of the non-respondents were attending school while ten (40.0%) recipients who had been listed as students were not in school (Table G-1). The majority of those in school, eight (53.3%) were in Grade 12.

The majority of non-respondents had been receiving benefits for more than twelve months - eight (32.0%). There was a more even distribution among of students than among non-students, with the latter clustered around the 4 - 6 months level and 12+ months level (Table G-3).

Most non-respondents were born in 1968 - eleven (44.0%) with 1968 being the most frequent year of birth for both students and non-students (Table G-4).

Nearly ninety percent of both students and non-students had seen their worker within the past three months (Table G-5).

Six (40.0%) of the students had worked previously while four (40.0%) non-students had held jobs in the past (Table G-6). Most of the students had held part-time positions - five (71.4%), while two (50.0%) of the four non-students who had worked had done so full-time while one (25.0%) had held a part-time job and one (25.0%) had been employed during the summer (Table G-7).

b) Test of Significance

Non-respondents were unlike respondents as 40.0 percent were not attending school compared to 15.5 percent of respondents. The X^2 was 45.8 while the 0.005 probability level for one degree of freedom is 7.88. As the sample was intended to consist entirely of students, the questionnaire was created for student G.W.A. recipients. Thus, it is to be expected that non-students would not return the questionnaire and be found in a greater proportion in a non-response test (Table G-8).

The present grade comparison between student respondents and student non-respondents fell just outside the 0.050 probability level. The X^2 did fall within the 0.025 probability level indicating some probability that non-respondent students are similar to respondent students in this area (Table G-9).

Table G-10a and b compares the length of time non-respondent students and non-students have been in receipt of assistance with the length of time respondents have been beneficiaries. The results indicate a high probability non-respondent students came from the same population as respondents while there is an extremely limited probability that non-respondent non-students did.

Tables G-11a and G-11b indicate the probability that non-respondent students are from the same population as respondents as are non-students. The t-score for students was lower than that of non-students, however.

Table G-12 indicates that non-students have a more similar profile to respondents than non-respondent students. Unlike Tables 10 and 11 where non-students fell below even the 0.005 probability range, non-respondent students fall above the 0.01 probability level.

This series of X^2 tests indicates that one reason for a response rate below 60% was the inappropriate inclusion of non-students into the sample. Non-students were shown to be significantly different from students. Contrarily, non-respondent students were seen as being similar to respondent students. Thus, the results from the client survey appear to be representative of the entire G.W.A. teen student population.

ii) Tables

TABLE G-1: PRESENTLY ATTENDING SCHOOL

	Frequency	%
Yes	15	60.0
No	10	40.0
Total	25	100.0

TABLE G-2: PRESENT GRADE

	Frequency	%
9	1	6.7
10	1	6.7
11	4	26.7
12	8	53.3
13	1	6.7
Total	15	100.1

TABLE G-3: LENGTH OF TIME RECEIVING GENERAL WELFARE ASSISTANCE

	Students (%)	Non-Students (%)	Total (%)
Less than 1 month	0 (0.0)	1 (10.0)	1 (4.0)
1 - 3 months	4 (26.7)	1 (10.0)	5 (20.0)
4 - 6 months	2 (13.3)	3 (30.0)	5 (20.0)
7 - 9 months	2 (13.3)	1 (10.0)	3 (12.0)
10 - 12 months	2 (13.3)	1 (10.0)	3 (12.0)
12+ months	5 (33.3)	3 (30.0)	8 (32.0)
Total	15 (99.9)	10 (100.0)	25 (100.0)

TABLE G-4: YEAR OF BIRTH

	Students (%)	Non-Students (%)	Total (%)
1966	1 (6.7)	2 (20.0)	3 (12.0)
1967	4 (26.7)	0 (0.0)	4 (16.0)
1968	5 (33.3)	6 (60.0)	11 (44.0)
1969	3 (20.0)	1 (10.0)	4 (16.0)
1970	2 (13.3)	1 (10.0)	3 (12.0)
Total	15 (100.0)	10 (100.0)	25 (100.0)

TABLE G-5: LAST CONTACT WITH FIELD WORKER

	Students (%)	Non-Students (%)	Total (%)
Less than 1 month ago	0 (0.0)	3 (30.0)	3 (12.0)
1 month ago	6 (40.0)	2 (20.0)	8 (32.0)
2 months ago	4 (26.7)	3 (30.0)	7 (28.0)
3 months ago	3 (20.0)	1 (10.0)	4 (16.0)
4+ months ago	2 (13.3)	1 (10.0)	3 (12.0)
Total	15 (100.0)	10 (100.0)	25 (100.0)

TABLE G-6: PREVIOUSLY WORKED

	Students (%)	Non-Students (%)	Total (%)
Yes	6 (40.0)	4 (40.0)	10 (40.0)
No	9 (60.0)	6 (60.0)	15 (60.0)
Total	15 (100.0)	10 (100.0)	25 (100.0)

TABLE G-7: TYPE OF WORK LOOKED FOR (n=10)

	Students (%)	Non-Students (%)	Total (%)
Full-time	1 (14.3)	2 (50.0)	3 (27.3)
Part-time	5 (71.4)	1 (25.0)	6 (54.5)
Summer	1 (14.3)	1 (25.0)	2 (18.2)
Total	7 (100.0)	4 (100.0)	11 (100.0)

TABLE G-8: SCHOOL ATTENDANCE COMPARISON

Attending School	Survey Respondents (%) (a)	Non-Response Test Sample's % (b)	Difference (c = b - a)	c^2 / a
Yes	84.50	60.00	-24.50	7.10
No	15.50	40.00	24.50	38.73
Total	100.00	100.00	0.00	45.83

x^2 = 45.8 Degress of Freedom = 1 0.005 Probability = 7.88

TABLE G-9: PRESENT GRADE COMPARISON

Present Grade	Survey Respondents (%) (a)	Non-Response Test Sample's % (b)	Difference (c = b - a)	c^2 / a
9	3.70	6.67	2.97	2.38
10	12.35	6.67	-5.68	2.61
11	19.75	26.67	6.92	2.42
12	50.62	53.33	2.71	0.15
13	13.58	6.67	-6.91	3.52
Total	100.00	100.01	0.01	11.08

x^2 = 11.08 Degress of Freedom = 5

0.050 Probability = 11.07 0.025 Probability = 12.83

TABLE G-10a: LENGTH OF TIME RECEIVING GENERAL WELFARE ASSISTANCE COMPARISON - STUDENTS

	Survey Respondents (%) (a)	Non-Response Test Sample's % (b)	Difference (c = b - a)	c^2/a
Less than 1 month	6.86	0.00	- 6.86	6.86
1 - 3 months	28.43	26.67	- 1.76	0.11
4 - 6 months	13.73	13.33	- 0.40	0.01
7 - 9 months	10.78	13.33	2.55	0.60
10 - 12 months	11.76	13.33	1.57	0.21
12+ months	28.43	33.33	4.90	0.84
Total	99.99	99.99	0.00	8.63

$x^2 = 8.63$ Degrees of Freedom = 6 0.10 Probability = 10.65

TABLE G-10b: LENGTH OF TIME RECEIVING GENERAL WELFARE ASSISTANCE COMPARISON - NON-STUDENTS

	Survey Respondents (%) (a)	Non-Response Test Sample's % (b)	Difference (c = b - a)	c^2/a
Less than 1 month	6.86	10.00	3.14	1.44
1 - 3 months	28.43	10.00	- 18.43	11.95
4 - 6 months	13.73	30.00	16.27	19.28
7 - 9 months	10.78	10.00	- 0.78	0.06
10 - 12 months	11.76	10.00	- 1.76	0.26
12+ months	28.43	30.00	1.57	0.09
Total	99.99	100.00	0.01	33.08

$x^2 = 33.08$ Degress of Freedom = 6 0.005 Probability = 18.55

TABLE G-11a: YEAR OF BIRTH COMPARISON - STUDENTS

	Survey Respondents	Non-Response Test Sample
$\bar{x}$	16.84	17.07
n	103	15
s^2	1.04	0.92
t	-0.82	

TABLE G-11b: YEAR OF BIRTH COMPARISON - NON-STUDENTS

	Survey Respondents	Non-Response Test Sample
$\bar{x}$	16.84	17.20
n	103	10
s^2	1.04	0.90
t	-1.06	

TABLE G-12a: LAST CONTACT WITH FIELD WORKER COMPARISON - STUDENTS

	Survey Respondents (%) (a)	Non-Response Test Sample's % (b)	Difference (c = b - a)	c^2 / a
1 month	56.70	40.00	- 16.70	4.92
2 months	20.62	26.67	6.05	1.78
3 months	14.43	20.00	5.57	2.15
4+ months	8.25	13.33	5.08	3.13
Total	100.00	100.00	0.00	11.98

x^2 = 11.98 Degrees of Freedom = 4

0.10 Probability = 7.78 0.01 Probability = 13.28

TABLE G-12b: LAST CONTACT WITH FIELD WORKER COMPARISON - NON-STUDENTS

	Survey Respondents (%) (a)	Non-Response Test Sample's % (b)	Difference (c = b - a)	c^2 / a
1 month	56.70	50.00	- 6.70	0.79
2 months	20.62	30.00	9.38	4.27
3 months	14.43	10.00	- 4.43	1.36
4+ months	8.25	10.00	1.75	0.37
Total	100.00	100.00	0.00	6.79

x^2 = 6.79 Degrees of Freedom = 4 0.10 Probability = 7.78

APPENDIX H - CASELOAD DEMOGRAPHICS

i) Discussion

ii) Tables

i) Discussion

Figure BT-1 illustrated the geographic boundaries along which Hamilton-Wentworth's six Social Service Worker teams are divided. Table H-1 indicates the change in caseload size by team between May 1985, three months before the Teen-Worker programme was implemented, and September 1986, one year after implementation. Four of six teams saw decreases in monthly caseloads as the average caseload level dropped from 104.3 to 87.3 per month, a 16.3 percent decrease. The range between cases per team increased from 31 (91 - 122) in May, 1985 to 70 (59 - 129) in September, 1986. October 1986 was more representative of the range with the difference reduced to 51 (62 - Team 5 to 113 - Team 3). Average teen caseload size fell slightly in October to 83.2 (4.7% decrease).

Table H-2 illustrates the monthly teen caseload level from January, 1986 to October, 1986 and the total Hamilton-Wentworth General Welfare Assistance population from January to September, 1986. While the teen caseload averaged approximately 600 over the initial seven months of 1986, it began to fall in August and continued to decline through October. The overall G.W.A. population, in contrast, had a gradual decrease through the first nine months of 1986.

Table H-3 breaks the teen caseload into its two component parts, students and non-students. Of 524 teens receiving G.W.A. in September, 272 (51.9%) were students and 252 (48.1%) were non-students. There was a variance across teams, with Team 3 having the greatest total number of students, 30.9% while the fewest number of students were found in Teams 2 and 6, 12.1%.

Table H-4 illustrates home visits attempted and completed by Social Service Workers as well as the percentage of missed meetings. The greatest number of attempted visits occurred between May and July while March saw the most completed visits. January had the lowest proportion of missed meetings, though it was also the month with the fewest attempted contacts. In July, 1986, nearly one half of all meetings were missed by clients.

Figure H-1 indicates the number of referrals made to teens for community-based assistance. On average, 118 referrals were made per month by Teen-Workers in the first nine months of 1986. Figure H-2 shows third party/parental contacts while Figure H-3 illustrates the number of agency contacts made by Teen-Workers. Figure H-4 totals the values of Figures H-2 and H-3 and adds attempted home visits (Table H-4) to illustrate the total number of contacts made by workers. The busiest months for Teen-Workers, statistically, were May through August with January, February and April significantly less active. These values, however, do not take into account worker holidays and sick days which could account for some of the variances. What Figures H-2 and H-3 also indicate is the number of additional contacts Teen-Workers make on top of their regular clients visits. For every three attempted home visits, there are two third party/parental or agency contacts and there is nearly a one:one ratio between completed home visits and other contacts.

Note: Sources for all tables and figures in this section: Social Services Department of the Regional Municipality of Hamilton-Wentworth.

TABLE H-1: TEEN CLIENTS BY TEAM

Team	May 1985	September 1986	Change (%)
1	105	72	-33 (-31.4)
2	108	76	-32 (-29.6)
3	122	129	7 (+5.7)
4	108	77	-31 (-28.7)
5	91	111	20 (+22.0)
6	92	59	-33 (-35.9)
Total	626	524	-102 (-16.3)

TABLE H-2: 1986 CASELOAD BY MONTH

Month	Teen Caseload	Total G.W.A. Caseload
January	621	7,495
February	596	7,471
March	560	7,175
April	540	7,121
May	600	6,928
June	600	6,588
July	581	6,478
August	546	6,532
September	490[1]	6,425
October	499	n.a.

Source: Social Services Department of the Regional Municipality of Hamilton-Wentworth

[1] Average of two sources

TABLE H-3: TEEN CLIENTS BY CLASSIFICATION AND TEAM (September 1986)

Team	Students (%)	Non-Students (%)	Total
1	44 (61.1)	28 (38.9)	72
	(16.2)	(11.1)	(13.7)
2	33 (43.4)	43 (56.6)	76
	(12.1)	(17.0)	(14.5)
3	84 (65.1)	45 (34.9)	129
	(30.9)	(17.9)	(24.6)
4	40 (51.9)	37 (48.1)	77
	(14.7)	(14.7)	(14.7)
5	38 (34.2)	73 (65.8)	111
	(14.0)	(29.0)	(21.2)
6	33 (55.4)	26 (44.1)	59
	(12.1)	(10.3)	(11.3)
Total	272 (51.9)	252 (48.1)	524
	(100.0)	(100.0)	(100.0)

TABLE H-4: HOME VISITS - ATTEMPTED AND COMPLETED

Month	Home Visit Attempted	Home Visit Completed	Missed Meetings (%)
January	109	97	12 (11.0)
February	146	125	21 (14.4)
March	238	207	31 (13.0)
April	158	109	49 (31.0)
May	215	175	40 (18.6)
June	246	189	57 (23.2)
July	236	129	107 (45.3)
August	172	131	41 (23.8)
September	167	121	46 (27.5)
1986 Sub-Total	1687	1283	404 (23.9)
Monthly Average	187.4	142.6	44.9

FIGURE H-1: REFERRALS TO OTHER AGENCIES MADE BY TEEN-WORKERS (1986)

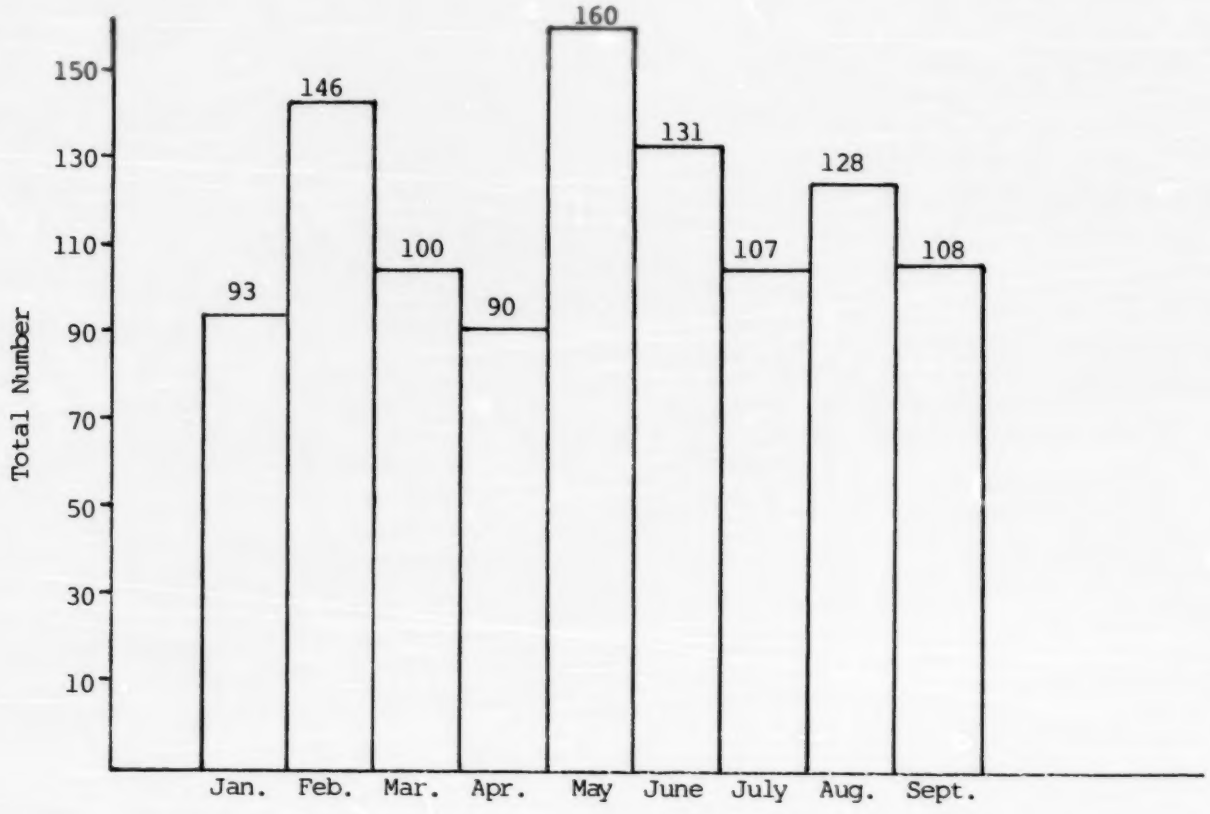
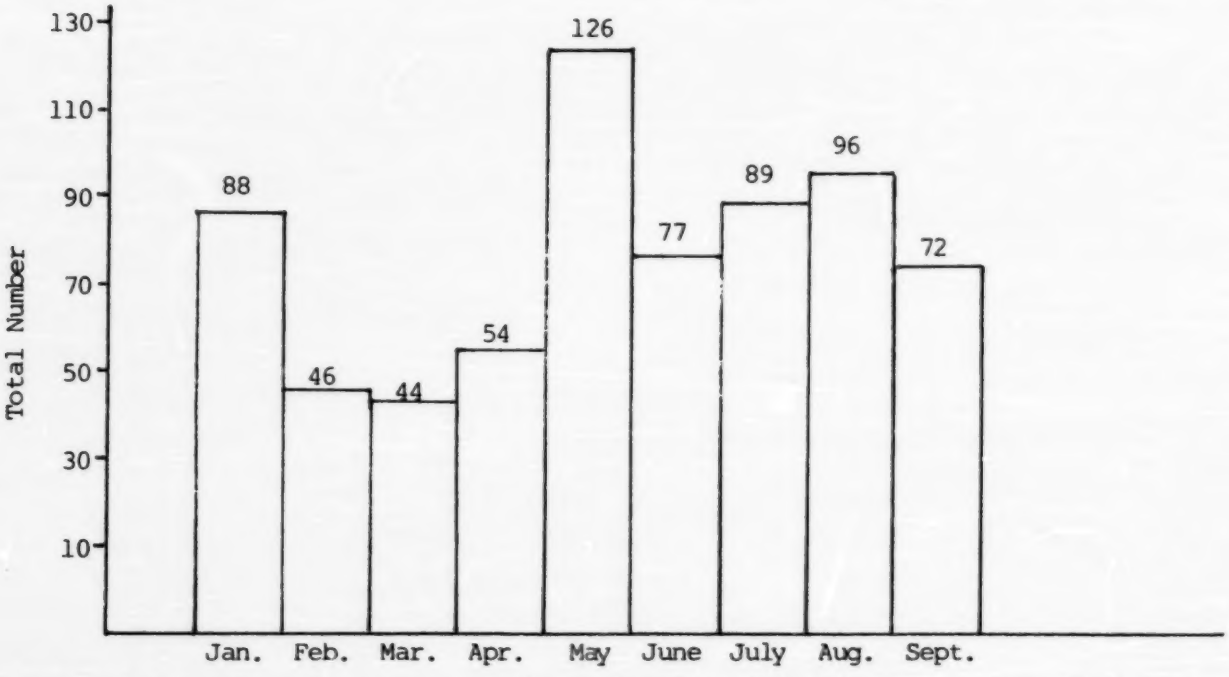


FIGURE H-2: THIRD PARTY/PARENTAL VISITS CONDUCTED BY TEEN-WORKERS (1986)



Source: Social Services Department of the Regional Municipality of Hamilton-Wentworth

FIGURE H-3: AGENCY CONTACTS BY TEEN-WORKERS (1986)

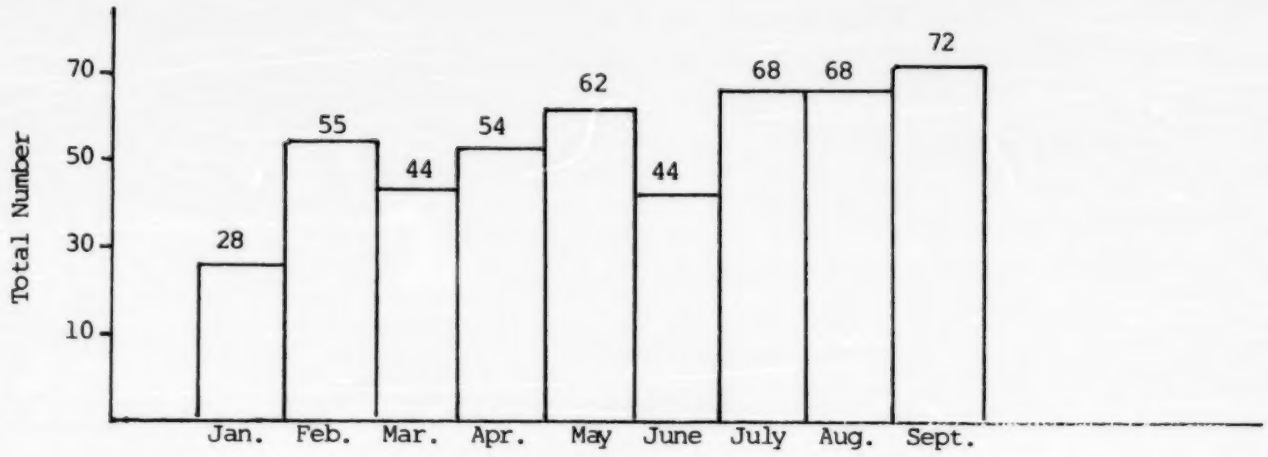
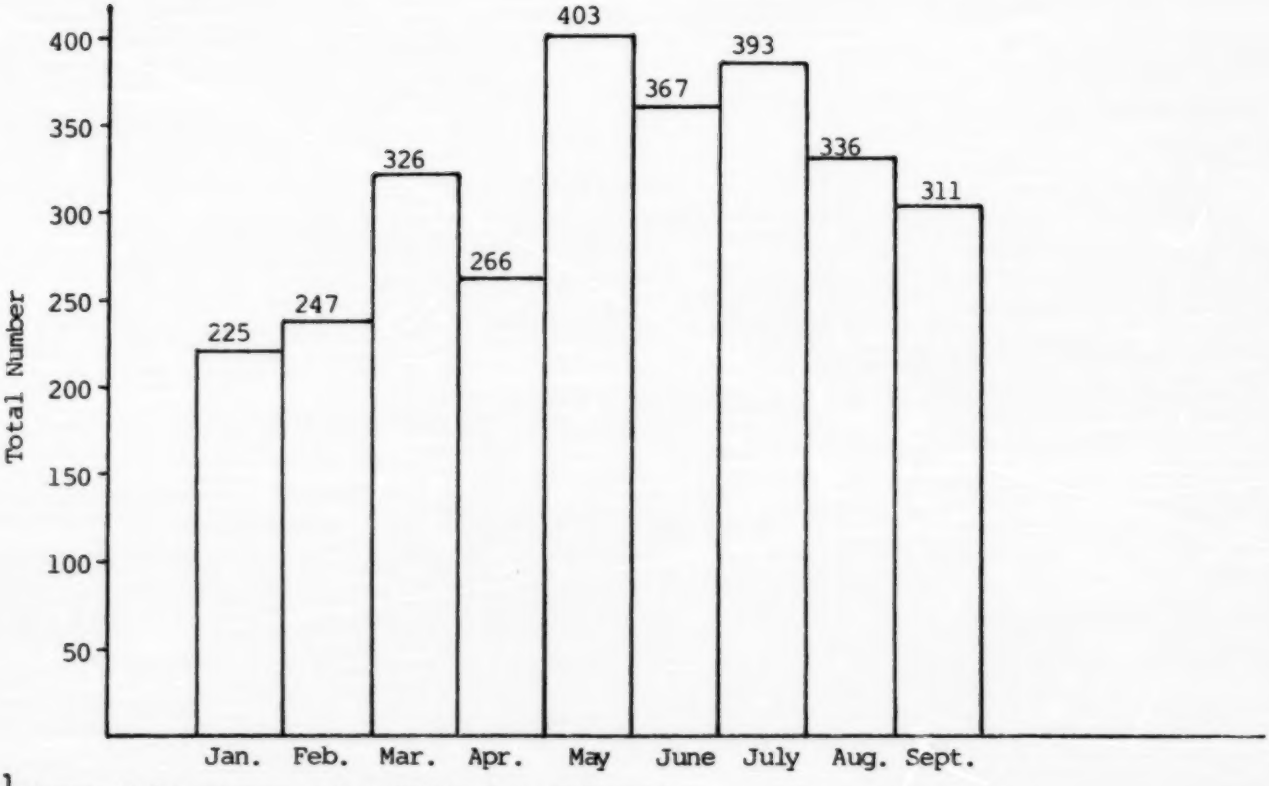


FIGURE H-4: TOTAL TEEN-WORKER CONTACTS/VISITS[1]



[1]Figure H-2 & Figure H-3 & Table H-4, Column 2

Source: Social Service Department of the Regional Municipality of Hamilton-Wentworth